Manitoba

Annual Report 1989 - 90

Manitoba Family Services

91-05435/

Minister of
Family Services

Room 357
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

December 31, 1990

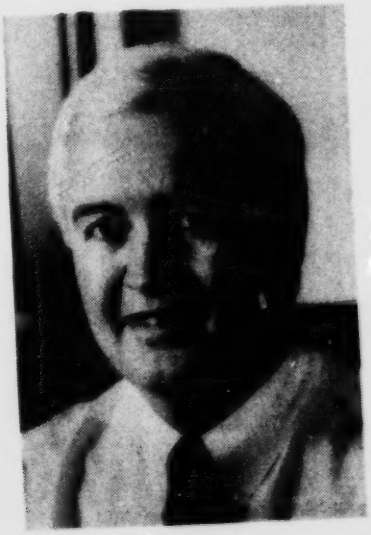
His Honour George Johnson
Lieutenant-Governor
Province of Manitoba

May It Please Your Honour:

I have the pleasure of presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1989/90.

Respectfully submitted,

Harold Gilleshammer



Manitoba

Deputy Minister of
Family Services

Winnipeg, Manitoba, CANADA
R3C 0V8

December 31, 1990

The Honourable Harold Gilleshammer
Minister of Family Services
357 Legislative Building

Sir:

I have the honour of presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1989/90.

The Department of Family Services was established in April 1989, bringing together a broad range of human support services formerly in the Departments of Community Services and Employment Services and Economic Security.

During 1989/90, Family Services' initial year of operation, the department reviewed and reorganized its financial and administrative functions in order to strengthen the department's internal management and improve the financial accountability of external agencies receiving government funding to deliver social services.

The department also developed a mission and goals statement during 1989/90 and launched a number of important new policy initiatives related to child day care, social assistance, wife abuse and family violence, community living for Manitobans with disabilities, and other areas of responsibility.

The Department of Family Services achieved considerable progress during the 1989/90 fiscal year in pursuing the mission, goals and objectives outlined in this first Annual Report.

In the year ahead, the department intends to build upon its initial accomplishments, maintaining a strong commitment to strengthen and support Manitoba families by providing assistance and protection to Manitobans in need.

Respectfully submitted,

Roxy Freedman

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Mission and Goals

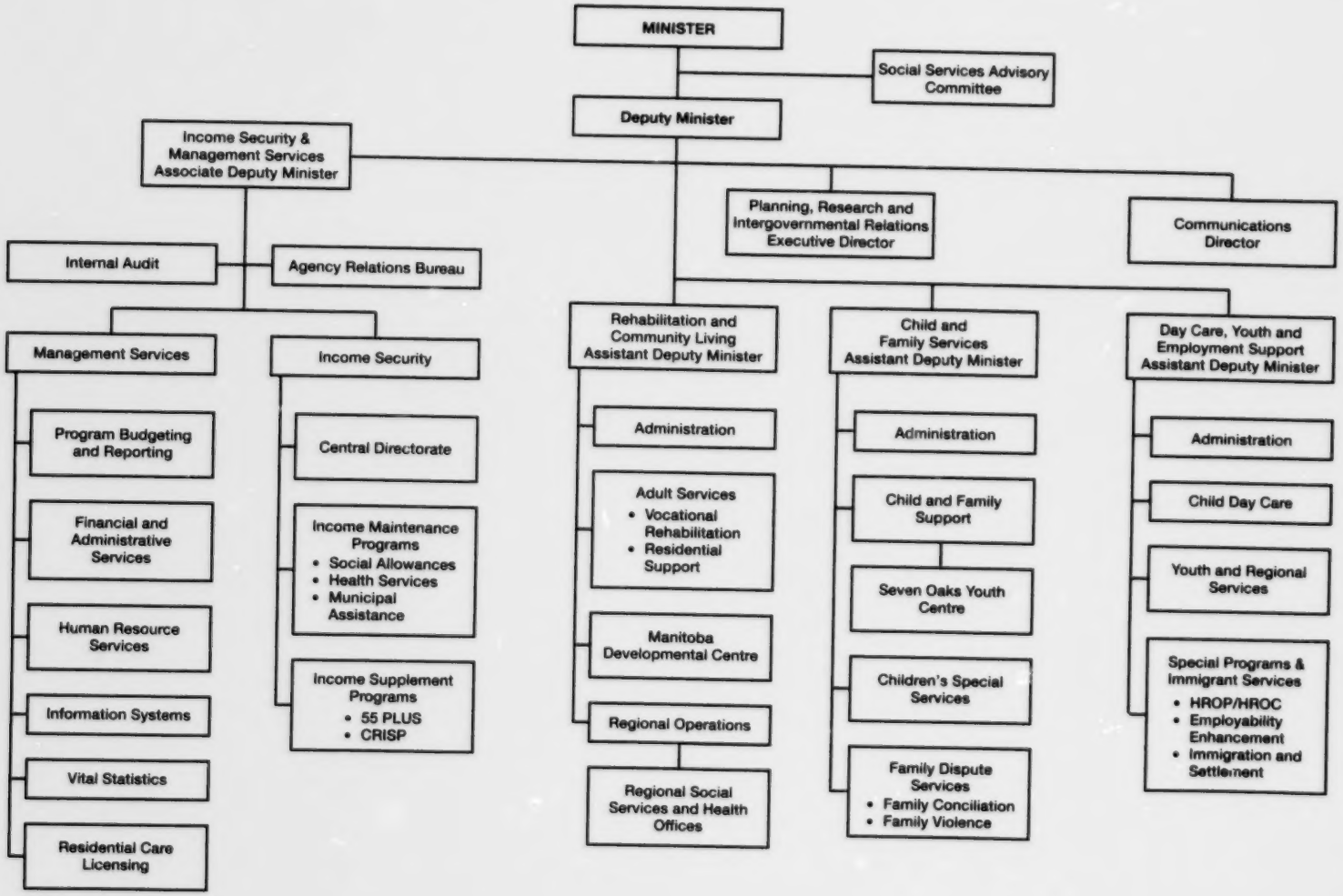
The mission of the Department of Family Services is to strengthen and support Manitoba families, ensuring the provision of financial assistance and social services which protect and assist Manitobans in need, in a manner which fosters self-reliance and reduced dependency.

The goals of the department are:

- to ensure that Manitobans' basic needs for food, clothing, shelter, safety and care are met while encouraging and supporting efforts to reduce dependency and enhance self-sufficiency;
- to protect children and to ensure the well-being of vulnerable adults, providing a wide range of alternate or institutional care for those requiring such services;
- to promote and support independent living and participation in the community for Manitobans with mental or physical disabilities;
- to assist families in times of stress or difficulty in maintaining their integrity, resolving their own problems, and fulfilling their responsibilities; and
- to help social assistance recipients, persons with disabilities and other Manitobans facing serious barriers to stable employment adapt to, and participate in, the province's work force.

Organization Chart — Department of Family Services

at March 31, 1990



Overview

The Department of Family Services was created on April 21, 1989, as part of a reorganization of departmental structures and responsibilities in a number of areas of the Manitoba government. The new department brings together services and programs which were previously the responsibility of the former Departments of Community Services and Employment Services and Economic Security.

During the 1989/90 fiscal year, the new department was reorganized to enhance the management of the comprehensive range of programs and services it delivers. The organization chart in this Annual Report illustrates the structure of the department after this reorganization. The report narrative describes the activities of the department based on the reorganized structure at the close of the fiscal year, while noting the structural changes that have taken place in each area.

To provide financial accountability, information contained in sub-appropriation expenditure tables throughout the report, and in the Departmental Expenditure Summary, Revenue Summary and Historical Information at the end of the report, reflects the structure of the department which was in place when the Budget Estimates were established early in the fiscal year. In addition, expenditure and revenue variance explanations previously contained in the Public Accounts are now provided in the Annual Report.

As of October, 1989, the department was organized into four operating divisions: Income Security and Management Services, Rehabilitation and Community Living, Child and Family Services and Day Care, Youth and Employment Support. The central functions of the department include Executive Support in the offices of the Minister and Deputy Minister and two branches, Communications and Planning, Research and Intergovernmental Relations, providing support to all areas of the department. An independent appeals body, the Social Services Advisory Committee, reports directly to the Minister.

The department delivers services throughout the province through several networks of regional offices. The two major regional service systems are the Income Security District Offices delivering the Social Allowances Program and the combined Health and Family Services Regional Offices providing a range of social services. Maps of these regional systems are provided following this introduction. Regional employment related program and service delivery is also provided through the Southern Employment Resources Centres, Northern Employment Support Services, Human Resources Opportunity Centres and the Human Resources Opportunity Program.

The statutory responsibilities of the Minister of Family Services are as follows:

- *The Change of Name Act;*
- *The Child and Family Services Act;*
- *The Community Child Day Care Standards Act;*
- *The Department of Labour Act* (as it applies to employment services);
- *The Marriage Act;*
- *The Mental Health Act* - Part II;
- *The Parents Maintenance Act* (Section 10);
- *The Social Allowances Act;*
- *The Social Services Administration Act;* and
- *The Vital Statistics Act.*

Three of these statutes - *The Social Allowances Act, The Social Services Administration Act* and *The Vital Statistics Act* - require the department to report annually to the Legislature. These reporting requirements for 1989/90 are met by this Annual Report.

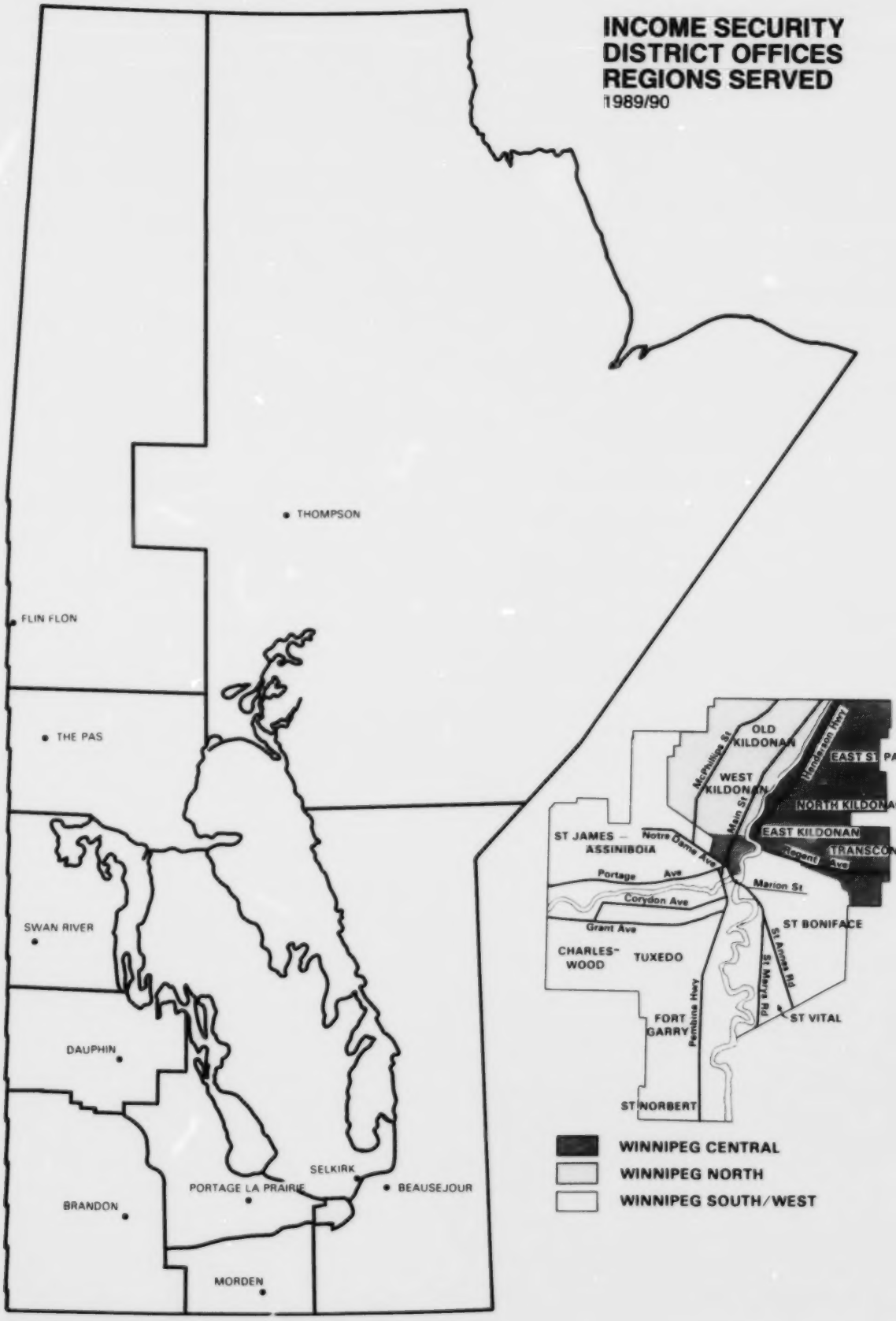
Departmental Regions and Population

Province of Manitoba Population by Region and Sex[1]
June 1, 1989

Region	Male	Female	Total
Central	47,820	47,765	85,585
Eastman	44,381	42,392	86,773
Interlake	38,266	36,894	75,160
Norman	12,831	12,219	25,050
Parklands	24,365	23,722	48,087
Thompson	24,676	22,935	47,611
Westman	58,740	60,027	118,767
Winnipeg	307,757	325,020	632,777
Total	**558,836**	**570,974**	**1,129,810**

[1]Population estimates as provided by the Manitoba Health Services Commission.

INCOME SECURITY DISTRICT OFFICES REGIONS SERVED
1989/90



HEALTH AND FAMILY SERVICES
REGIONAL OFFICES
REGIONS SERVED
1989/90

Minister and Executive Support

Specific responsibilities of these two areas follow.

Minister

- Provides overall policy direction to the department pertaining to program and financial matters as they relate to the provision and delivery of family and individual services by the department.

Executive Support

- Provides advice to the Minister and leadership to the department on program matters, policy development and resolution of policy issues.
- Interprets and implements government policy through the delivery of departmental programs.
- Ensures effective and efficient management of departmental programs.
- Safeguards the public interest through enforcement of legislation and regulations.
- Ensures effective development and management of the department's human resources.

Expenditures by Sub-Appropriation

09-1A Minister and 09-1B Executive Support	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		10	457,600		
- Main Estimate Authority from General Salary Increase XXV			1,200		
Total Salaries	440,100		458,800	(18,700)	
Total Other Expenditures	101,700		98,300	3,400	

Planning, Research and Intergovernmental Relations

Planning, Research and Intergovernmental Relations is responsible for providing the Minister, Deputy Minister and senior officials with information and assistance contributing to effective planning and management within the department. The branch is also responsible for coordinating intergovernmental relations and federal-provincial costsharing negotiations. Specific activities include:

- management support and policy coordination, including legislative reviews, strategic planning, priority setting, preparation of policy papers and briefing information;
- research and policy analysis on social services and income security issues;
- program analysis and assessment supporting departmental operations;
- native policy development and tripartite negotiations;
- coordinating government-wide planning for The Decade of Disabled Persons;
- federal-provincial cost-sharing negotiations on behalf of Family Services and other provincial departments receiving Canada Assistance Plan and Vocational Rehabilitation of Disabled Persons recoveries; and
- representing the department on intergovernmental and interdepartmental committees.

Management Support and Policy Coordination

During 1989/90, Planning, Research and Intergovernmental Relations initiated and coordinated the first cycle of an annual strategic planning process for the new department. This resulted in the development of a draft policy statement outlining the department's mission, goals and operating principles. The branch also coordinated the preparation of legislation, supported the development and review of the department's Estimates, and prepared briefing material on a broad range of topics and issues for the Minister and the Deputy Minister.

Research and Policy Analysis

The branch undertook a number of policy reviews and research projects during 1989/90 to support planning and decision-making related to income security and social services issues. Examples included: a review of the Social Allowances Program's policies on treatment of trust fund accounts; an assessment of proposed federal unemployment insurance changes; and preliminary work on amendments to Part II of *The Mental Health Act*. The branch also provided funding to the Social Planning Council of Winnipeg in support of two research projects (the Homeless Youth Study and the Children in Care Substance Abuse Project) as well as the development and dissemination of information on 1986 census data.

Program Analysis and Assessment

Assessments of selected departmental programs were conducted, including a study on persons who had participated in programs implemented under the Canada-Manitoba Agreement on Employability Enhancement for Social Assistance Recipients. Various program inventories and overviews were prepared in support of policy and program planning conducted by departmental and interdepartmental working groups and committees. The branch also coordinated the department's review of projects requesting funding from the Core Area Initiative. During 1989/90, the branch initiated the development of a systematic program evaluation process for the department.

Native Policy and Tripartite Negotiations

The branch was responsible for coordinating departmental involvement in policy issues related to provincial social services for aboriginal people. In 1989/90, the federal government released a discussion paper on a proposed management regime for Indian Child and Family Service Agencies and rescinded its moratorium on the creation of new agencies. A technical tripartite committee involving representatives of the Indian agencies and officials from Manitoba and Canada was established, providing a forum for the three parties to meet regularly to review, analyze and consult on common issues. There have also been ongoing discussions with the Manitoba Metis Federation regarding Metis child and family services.

Decade of Disabled Persons

The Decade of Disabled Persons office provided organization and staff support for the June, 1989 Speaker's Forum on the Status of Disabled Persons. They also coordinated government-wide planning to enable fuller participation of disabled persons in government programs and services and monitored departments' progress in implementing their Decade of Disabled plans. Comprehensive administrative guidelines, posters and other materials were developed and distributed throughout government to ensure improved access for disabled persons to provincial publications and meetings (for example, the provision of sign interpretor services for deaf persons and large print or audiotape versions of brochures for persons with visual disabilities).

Federal-Provincial Cost-Sharing

Significant improvements were made to the annual claims process under the federal *Canada Assistance Plan Act* and *Vocational Rehabilitation of Disabled Persons Act*. The branch resolved numerous outstanding issues with respect to prior years' claims, refined its shareability assessment methodologies, developed and consulted on interdepartmental strategies to maximize existing shareability, and submitted proposals to Canada with respect to new cost-sharing opportunities.

Intergovernmental Relations and Interdepartmental Representation

Planning, Research and Intergovernmental Relations prepared briefing material for intergovernmental meetings of Ministers and Deputy Ministers responsible for social services and contributed briefing material for First Ministers' meetings. Branch staff continued liaison with Health and Welfare Canada and participated in numerous federal-provincial and interprovincial working groups on issues such as child poverty, Indian child welfare arrangements and the recovery of social assistance overpayments. Branch staff also represented the department on numerous interdepartmental committees and working groups examining issues on a government-wide basis.

Expenditures by Sub-Appropriation

09-1C Planning, Research and Intergovernmental Relations	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	831,600	20.26	854,800	(23,200)	
Total Other Expenditures	260,600		266,200	(5,600)	

Communications

The Communications Branch provides comprehensive communications services to the Minister, Deputy Minister and all divisions of the department, including the development of communications plans, coordination of the production of communications materials, preparation of news releases and speaking notes, response to inquiries from the public and the media, coordination of special events and media monitoring.

The primary objective of the branch is to promote effective communication of the department's policies and programs to the public.

During 1989/90, the branch carried out the following major activities:

- developed communications plans and cost estimates for the department for the 1990/91 fiscal year;
- prepared news releases for all departmental announcements of new program or policy initiatives and coordinated news conferences for several major announcements;
- prepared speaking notes for the Minister and senior officials for all public speaking events related to the department;
- coordinated production of the department's annual reports and numerous program brochures, application forms and other promotional materials, including a major advertising campaign on wife abuse prevention;
- coordinated the implementation of French Language Services policy in the production of communications materials for the department;
- responded to or coordinated the responses to several hundred requests for information from the media and the public;
- coordinated the department's participation in a number of special events: Symposium on the Family (hosted by Saskatchewan), Foster Family Week, Family Week, Careers Symposium, National Access Awareness Week, Immigration Awareness Week, Hire-a-Student Week and Volunteers Week; and
- monitored media coverage of issues related to the department to provide feedback to the department on public perception of, or reaction to, departmental activities and policies.

Expenditures by Sub-Appropriation

09-1D Communications	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		6	204,700		
- Main Estimate Authority from General Salary Increase XXV			5,500		
Total Salaries	243,200		210,200	33,000	1.
Total Other Expenditures	61,400		60,300	1,000	

Explanation Number:

1. Overexpenditure relates mainly to one staff member on exchange with the federal government, requiring the position to be backfilled at additional salary cost.

Income Security and Management Services

The Income Security and Management Services Division consists of the two major functional areas named in its title, as well as two new units, Internal Audit and the Agency Relations Bureau, which were created during the 1989/90 fiscal year and report directly to the Associate Deputy Minister responsible for the division.

The larger areas of the division are described following this introductory section. Descriptions of the two new units follow.

Internal Audit

Internal Audit is an independent appraisal function established within the department to examine and evaluate its activities and service. Internal Audit staff conduct broad-based audits of the department's financial, management and operational policies, practices and controls, including the information systems used for reporting purposes. As well, the internal audit function assists in resolving issues identified during the Provincial Auditor's annual audit.

Agency Relations Bureau

The Agency Relations Bureau is a new function responsible for improving and strengthening departmental management and control of funding to external social service agencies.

Responsibilities of the Bureau include:

- developing and establishing purchase of service principles, policies and procedures;
- approving all external agency service contracts;
- monitoring agencies' financial and operational performance;
- analyzing and reporting variances between actual and estimated expenditures and outputs,
- conducting special financial and management audits of external agencies as required; and
- coordinating related training for departmental staff.

Financial tables for Internal Audit and the Agency Relations Bureau are not provided in this Annual Report as the two units were created during the fiscal year and therefore did not have allocations in the department's budget. At year end, the department was preparing both units to be fully functional in 1990/91.

Management Services

Management Services is comprised of six branches, four of which provide centralized administration and financial support service to the department. Vital Statistics is a regulatory branch responsible for registering and certifying records related to vital events and for issuing certificates to the public. Residential Care Licensing is also a regulatory branch responsible for licensing and ensuring fire, safety and health standards are maintained in residential care facilities.

During 1989/90, following the amalgamation of the two former Departments of Community Services and Employment Services and Economic Security, Management Services was reorganized in order to develop and strengthen the departmental comptrollership function and improve internal management, control and accountability of departmental resources. Following amalgamation, a reorganization of this area yielded four branches including Program Budgeting and Reporting, Financial and Administrative Services, Human Resource Services and Information Systems.

Prior to the reorganization, three branches were identified in the administration and finance area of Management Services, including Financial Services, Administrative Services and Human Resource Services. These three branches are listed in the 1989/90 Printed Estimates, having separate sub-appropriations.

The information that follows describes Management Services' activities under the reorganized structure. However, the expenditure variances are described on the basis of the initial printed appropriation structure. For the forthcoming year, each of the new branches will operate from separate sub-appropriations.

Program Budgeting and Reporting

Program Budgeting and Reporting was established as a branch of Management Services during the fall of 1989. Its creation stemmed directly from the department's increased emphasis on management control and accountability and is intended to highlight and enhance the traditional functions of budgeting and reporting.

The branch's mission is enhanced management; control and accountability of departmental resources through sound budgeting practices; expenditure monitoring, analysis, control and forecasting mechanisms; and linkage of program delivery (outputs) with budgeted and actual expenditures (inputs).

Major responsibilities of the branch include the provision of comprehensive fiscal budgetary support services for the department, comprised of participation in departmental planning, coordination of budget estimates, provision of ongoing budget analysis, monitoring of expenditures and revenues and provision of related reports to departmental management. The branch also assists managers in the development of operational planning and coordination of an operational planning cycle; design and development of integrated program budgeting and reporting systems, including the identification and development of performance indi-

cators; and provision of both a support and objective challenge function for departmental managers.

Resources for the initial establishment and operation of the Program Budgeting and Reporting Branch to March 31, 1990, were provided from within existing Management Services' appropriations. A specific allocation for the branch was not identified. However, for the forthcoming fiscal year, the Program Budgeting and Reporting Branch will operate from a separate sub-appropriation.

Financial and Administrative Services

The Financial and Administrative Services Branch is responsible for maintaining an active comptrollership function by ensuring financial and administrative policies, services and reporting systems are both developed and administered to effectively meet management and internal requirements. Specific responsiblities of the branch follow.

- Provision of financial accounting services including processing of all departmental payment of accounts, maintaining and reconciling expenditure data from the voucher accounting and special chequing records, assembling and distributing expenditure reports, processing revenue, maintaining general revenue and receivables accounts and providing expenditure information for cost-sharing purposes.
- Monitoring the departmental commitment accounting system.
- Direction on financial and administration policies and procedures.
- Provision of administrative services such as management of the department's vehicle fleet, coordination of parking requirements, purchasing and records management and coordination of office space requirements.
- Provision of analytical support to managers to assist them in developing administrative policies and making operational changes in order to increase departmental efficiency.
- Coordination of Freedom of Information activities.
- Administration of the Social Allowances Health Services Program which provides drug, dental and optical goods and services to social allowances recipients. Administration of the program includes issuance of quarterly benefit certificates, maintaining patient services profiles, processing related accounts for payment and authorizing special services. Other areas of responsibility include providing statistical and financial data, developing annual budget and cashflow information, negotiating various agreements with professional organizations supplying health services and goods, and providing pharmaceutical liaison services including auditing of pharmacy drug claims for product eligibility, pricing, prescription drug abuse and inappropriate prescribing and dispensing.
- Administration of the Social Allowances Lien Registry, including registration of lien renewals, lien discharges and collection of related revenue.
- Administration of the Municipal Assistance Program. The primary role of the branch is to handle the administration of the cost-sharing agreement between the three levels of government as per provisions of *The Social Allowances Act*. This involves processing reimbursements to over 200 municipalities in Manitoba for assistance provided to residents as well as payment of certain administrative costs. In addition, the branch provides program consultation regarding questions of eligibility, provides program statistics, develops and monitors annual budgets and cashflow information and develops related expenditure information for cost-sharing purposes.

In 1989/90 the branch recorded a number of achievements:

- implementation of a revised department-wide commitment accounting system;
- improvement of accounting accuracy statistics from a 1.29 percent to a 0.75 percent error rate in the handling of payment requisitions, while improving the average invoice processing time;
- implementation of improved vehicle management procedures which included automated T4 taxable benefit information;
- completion of an organizational review of the Parklands and Winnipeg North Regional offices;
- assistance with other departmental organizational reviews; and
- implementation of improved auditing procedures for the Social Allowances Health Services Program with continued emphasis on benefits rationalization, pricing controls and abuse prevention.

In addition, the branch has coordinated the development of an action plan for environmentally sensitive initiatives, taken a lead role in interdepartmental Freedom of Information activities, resolved approximately 12 Workplace Health and Safety issues and developed an active Records Management Program.

Human Resource Services

The objectives of the Human Resource Services Branch are to assist the department in recruiting, selecting, developing, managing and retaining a well qualified and highly motivated work force that will carry out departmental objectives.

Specific services provided for the department include recruitment and selection, job analysis, classification and evaluation, consultation in areas relating to employee relations, staff development, and policy development and administration. The branch ensures the integrity of employee records and ensures employees are appropriately compensated and paid in a timely fashion.

Due to the amalgamation of the former departments of Community Services and Employment Services and Economic Security into the new Department of Family Services, considerable emphasis was placed on examining organizational structures for appropriateness in relation to the mandate of the new department. The Human Resource Services Branch provided technical assistance in several organizational reviews and developed its own structure to meet identified needs. Other initiatives included the development, administration and evaluation of a general assessment of managerial needs within the human resource management area.

Systems were put in place to allow for the consistent reporting of employee information and the business requirements for an automated Human Resource Information System were developed and finalized with the Information Systems Branch.

The branch continued its work in promoting and integrating the principles and practices of Affirmative Action by conducting outreach recruitment, assessing classifications for systemic barriers and working with managers to create and apply special measures such as the creation of individual development opportunities.

Information Systems

The Information Systems Branch is responsible for providing technical expertise in developing and maintaining systems which serve departmental programs. These systems may be operational or administrative in nature. The branch's support includes strategic and operational technology planning, information systems analysis, design and implementation and ongoing technical support to the users of existing systems.

Existing automated systems support the Social Allowances Program, the Child Related Income Support Program, 55 PLUS a Manitoba Income Supplement Program, the Child Day Care Program, Residential Care Licensing, Vital Statistics, Vocational Training and Child and Family Services.

During the past year, the branch has implemented changes to the Social Allowances Management Information Network (SAMIN) to facilitate provision of benefits to recently separated/deserted sole support parents who became eligible as a category for social allowances as of January, 1990. SAMIN calculates social allowances client budgets and issues form letters, health benefit cards and Indian Affairs billing information. The system also generates statistical and management reports.

The Information Systems Branch also installed the Child Day Care System to maintain information on day care facilities and applicants, report attendance of children, calculate subsidies and report management and statistical information. The system has increased productivity and improved management information.

A Vocational Training System was implemented to track case activity and costs per client for the Vocational Training Program. The system improved financial accountability of program expenditures and allows year-to-year comparisons.

The branch will continue to support all existing production systems and will develop new systems to improve productivity and efficiency.

Expenditures by Sub-Appropriation

09-1E Financial Services	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		58	1,816,100		
- Main Estimate Authority from General Salary Increase XXV			54,600		
Total Salaries	1,850,800		1,870,700	(19,900)	
Total Other Expenditures	364,600		365,400	(800)	

Expenditures by Sub-Appropriation

09-1F Administrative Services	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		27	1,136,000		
- Main Estimate Authority from General Salary Increase XXV			19,700		
Total Salaries	1,070,500		1,155,700	(85,200)	
Total Other Expenditures	64,600		64,600		

Expenditures by Sub-Appropriation

09-1G Human Resource Services	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		21	763,400		
- Main Estimate Authority from General Salary Increase XXV			17,200		
Total Salaries	812,300		780,600	31,700	
Total Other Expenditures	62,000		60,100	1,900	

NOTE: Sub-Appropriation 09-1H (The Social Services Advisory Committee) can be found on page 96 of this report.

Vital Statistics

The objective of the Vital Statistics Branch is to provide for the registration and certification of records of vital events and public services related to *The Vital Statistics Act, The Marriage Act* and *The Change of Name Act.* Other important activities conducted according to these statutes include revising records after change of name, correction or adoption procedures, providing statistical data regarding vital events, issuing marriage licenses, appointing marriage commissioners and license issuers, recognizing religious denominations and registering clergy.

In 1989, Vital Statistics registered 17,803 births, 7,800 marriages, 8,881 deaths and 140 stillbirths under *The Vital Statistics Act.* A total of 78,155 certificates and copies were issued as proof of vital events from 2,000,000 records which date from 1882 to present.

Under *The Marriage Act,* religious denominations were recognized and clergy were registered, marriage license issuers were appointed and Vital Statistics staff in Winnipeg issued 3,277 licenses to couples planning to be married. Recruitment for new marriage commissioners was undertaken to provide improved service to rural and northern communities.

In 1989, 7,800 marriages were registered in Manitoba; clergy officiated at 5,531 of these, while marriage commissioners performed 2,269. A total of 108 marriage commissioners and 2,200 members of the clergy are registered to perform marriages in Manitoba.

Data submitted under *The Vital Statistics Act* are provided by more than 3,200 district registrars representing hospitals, institutions, health facilities, personal care and nursing homes, funeral homes, members of the clergy and marriage commissioners located throughout the province.

As well as providing the source information for issuing of certificates, these data are used to produce important statistical reports for users in federal, provincial and municipal government offices, various research groups and other agencies. In 1989, more than 800 reports were distributed to assist these users in fulfilling their mandates.

Vital Statistics also processed 428 adoption registrations, 205 delayed registrations, 1,286 corrections, 30 disinterment orders under *The Public Health Act* and provided free verification of nearly 18,000 events to other government departments. The number of changes of name in 1989 declined to 889 registrations due to statute changes which provided for couples to alter their surname after marriage without having to apply for a legal name change.

Vital Statistics staff conducted seminars at the School of Medicine, School of Mortuary Practice, Health Sciences Centre and Indian and Northern Affairs Canada for students and professional users of Vital Statistics services.

Vital Statistics

Live Births, Marriages, Deaths and Stillbirths - With Rate Per 1,000 Population (MHSC and Statistics Canada Population Figures)

Manitoba 1987 to 1989

Events	1987			1988			1989		
	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population	Number	Rate Per MHSC Population	Rate Per Stat.Can. Population
Live Births	17,438	15.6	16.3	17,582	15.6	16.2	17,803	15.8	16.4
Marriages	7,994	7.1	7.5	7,908	7.0	7.3	7,800	6.9	7.2
Deaths	8,782	7.8	8.2	8,110	8.1	8.4	8,881	7.9	8.2
Stillbirths	119	6.8*		107	6.1*		140	7.9*	

**Rate is the number of fetal deaths of 20 or more weeks gestation per 1,000 live births.*

Vital Statistics

Deaths in Manitoba by Age and Sex - 1989

By Age and Totals 1987 to 1988

Age	1987	1988	1989		
			Male	Female	Total*
Under 1 year	152	142	79	46	125
1-4 years	46	37	23	11	34
5-14 years	41	38	16	13	29
15-24 years	152	150	115	46	161
25-44 years	416	425	254	136	390
45-64 years	1,451	1,409	882	494	1,376
65-79 years	2,308	3,365	1,928	1,340	3,268
80 years and over	3,216	3,544	1,508	1,990	3,498
Total	**8,782**	**9,110**	**4,805**	**4,076**	**8,881**

**Includes death where gender not recorded.*

Vital Statistics

Certain Selected Causes of Death in Manitoba

With Rate Per 100,000 Population 1989

Causes of Deaths	Number	Rate*	Rate**
Heart disease (410-429)	2,550	225.7	235.2
Cancer (140-208)	2,241	198.4	206.7
Cerebrovascular disease (430-438)	726	64.3	67.0
Accidents (E800-E949)	387	34.3	35.7
Pneumonia (480-486)	377	33.4	34.8
Suicide (E950-E959)	147	13.0	13.6
Diabetes (250)	133	11.8	12.3

**Rate per MHSC population records at June 1, 1989.*
***Rate per Statistics Canada population count June 1, 1989.*

Vital Statistics

Death Rates Under One Year of Age in Manitoba

1978 to 1989

Year	Stillbirth*	Perinatal	Neonatal	Post-Neonatal	Infant
1989	7.9	11.2	3.9	3.1	7.0
1988	6.1	10.2	5.1	3.0	8.1
1987	6.8	11.5	5.7	3.0	8.7
1986	5.9	11.4	6.3	3.1	9.4
1985	7.0	12.6	7.1	3.4	10.5
1984	6.9	11.5	5.4	3.3	8.6
1983	7.1	13.5	7.4	3.7	11.1
1982	6.7	12.0	7.1	2.4	9.4
1981	9.1	15.4	7.9	4.3	12.2
1980	8.5	15.1	7.7	4.0	11.7
1979	8.9	17.1	10.0	3.8	13.8
1978	10.0	17.5	9.4	4.5	13.9

**20 or more weeks gestation. Perinatal rates per 1,000 total births. All other rates are per 1,000 live births.*

Vital Statistics

Manitoba Infant Mortality By Region of Residence

1987 to 1989

Regions	Infant Deaths			Live Births			Rate per 1,000 Live		
	1987	1988	1989	1987	1988	1989	1987	1988	1989
Central	3	11	7	1,584	1,586	1,533	1.9	6.9	4.6
Eastman	17	18	11	1,522	1,465	1,539	11.2	12.3	7.1
Interlake	6	6	10	892	912	888	6.7	6.6	11.3
Norman	4	2	5	463	440	451	8.6	4.5	11.1
Parklands	3	8	3	624	559	583	4.8	14.3	5.1
Thompson	14	10	6	950	1,081	1,079	14.7	9.3	5.6
Westman	20	8	9	1,754	1,709	1,630	11.4	4.7	5.5
Winnipeg	71	68	60	9,058	9,194	9,494	7.8	7.4	6.3
Resident Totals	138	131	111	16,847	16,946	17,197			
Resident Rate							8.2	7.7	6.5
Nonresidents	14	11	14	591	636	606	23.7	17.3	23.1
Total	**152**	**142**	**125**	**17,438**	**17,582**	**17,803**			
Average Rate							**8.7**	**8.1**	**7.0**

Vital Statistics

Deaths of Children Under One Year of Age by Cause and Age in Manitoba

1989

Cause of Death	Less Than 7 Days	7 to Less Than 28 Days	28 Days to Less Than 1 Year	Total
Congenital anomalies (216.9, 243, 255.2, 270-272, 275, 277, 279 0, 362.7, 425.3, 740-759)	14	4	10	28
Respiratory distress syndrome (769)	7	—	—	7
Other respiratory conditions (770)	5	—	5	10
Immaturity (765)	18	—	1	19
Injury at birth (767)	—	—	1	1
Sudden infant death syndrome (798.0)	1	—	17	18
Pneumonia (480-486)	—	—	1	1
Accidents (E800-E949)	—	—	5	5
Other Causes	16	4	16	36
Total	**61**	**8**	**56**	**125**

Vital Statistics

Deaths and Death Rates Due to Accidents

Motor Vehicle and Other in Manitoba 1985 to 1989

Year	Motor Vehicle Accidents		Other Accidents		Total Accidents	
	Deaths	Death Rate*	Deaths	Death Rate*	Deaths	Death Rate*
1989	165	14.6	222	19.6	387	34.3
1988	145	12.9	258	22.9	403	35.8
1987	176	15.7	246	21.9	422	37.6
1986	193	17.3	243	21.8	436	39.1
1985	149	13.4	245	22.1	394	35.5

**Death rate is per 100,000 population - MHSC population records.*

Expenditures by Sub-Appropriation

09-2A Vital Statistics	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimates		32	807,200		
- Main Estimate Authority from General Salary Increase XXVI			6,000		
Total Salaries	798,200		813,200	(15,000)	
Total Other Expenditures	245,800		254,900	(9,100)	

Residential Care Licensing

The Residential Care Licensing Branch is responsible for licensing community residential care resources that provide services to the mentally handicapped, mentally ill, infirm aged and children in care. The branch is responsible for ensuring care facilities comply with fire, safety and health standards.

Services provided by the branch include developing and maintaining standards, processing applications for licensing, monitoring facility operations for conformity with regulated and established licensing criteria, the maintenance and provision of facility registries, the dissemination of statistical information and assistance in program development.

In 1989/90, Residential Care Licensing developed and distributed a new operating manual to licensees in the Residential Care Program. The manual provides the licensees with a clear understanding of the established licensing requirements, standards, policies, approved forms, and the administrative procedures by which licenses are issued, renewed and cancelled.

In 1989/90, the 49 (426 bed spaces) licensed children's group homes and 175 (1,611 bed spaces) residential care facilities in the adult programs were inspected for continued compliance with standards.

The branch is also responsible, in a consultative and administrative role, for the 473 (942 bed spaces) approved homes in the adult program which are licensed by regional directors and the foster home approvals of approximately 1,200 (1,500 bed spaces) in the children's program which are licensed by the regions and executive directors of child caring agencies.

Expenditures by Sub-Appropriation

09-2B Residential Care Licensing	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		7	296,000		
- Main Estimate Authority from General Salary Increase XXV			6,000		
Total Salaries	317,500		302,000	15,500	
Total Other Expenditures	33,900		27,500	6,400	

Income Security

Income Security is responsible for five major income transfer programs. They are Social Allowances, Social Allowances Health Services, Municipal Assistance, 55 PLUS - A Manitoba Income Supplement and the Child Related Income Support Program (CRISP). These programs are designed to assist Manitobans in need by providing basic assistance or income supplements. Income Security consists of three major branches: Central Directorate, Income Maintenance Programs and Income Supplement Programs.

The major objectives of Income Security are:

- to deliver the Social Allowances Program in an effective and efficient manner to people who are likely to be in long-term need of financial assistance;
- to provide a financial contribution to municipalities providing municipal assistance to people who are likely to be in short-term need of financial assistance;
- to promote the financial independence of social assistance recipients by providing appropriate employment-related incentives and by developing linkages with employment and training programs and with other support services;
- to deliver income supplement programs in an effective and efficient manner to low income families raising children and to low income persons 55 years of age and over; and
- to ensure that the division's income transfer programs are adapted as necessary to respond to changing socio-economic circumstances.

Financial Assistance Expenditures By Program

1987/88 to 1989/90
($000)

Program	1987/88	1988/89	1989/90
Social Allowances	$140,659.5	$153,170.7	$167,342.6
Social Allowances Health Services	10,574.0	11,513.7*	12,319.5
Municipal Assistance**	45,886.6	46,343.3	51,279.7
55 PLUS - A Manitoba Income Supplement	8,707.6	8,877.0	8,727.9
Child Related Income Support Program	6,187.6	5,821.4	5,537.1
Total	**$212,015.3**	**$225,726.1**	**$245,206.8**

**Revised from 1988/89 Annual Report.*

***Gross Municipal Assistance Expenditures (municipal and provincial shares before cost-sharing under the Canada Assistance Plan.)*

Central Directorate

The Income Security Central Directorate ensures the policies, administration and service delivery of the Income Security Programs are in accordance with the relevant legislation and government policy and the programs are adapted to changing circumstances and priorities.

In this respect, the Central Directorate provides overall program management, policy direction, program analysis, and central budgeting and administration for the Social Allowances Program, 55 PLUS - A Manitoba Income Supplement and the Child Related Income Support Program (CRISP).

The directorate also provides policy support in the administration of the Social Allowances Health Services and Municipal Assistance Programs, recovers overpayments from former social allowances recipients, provides support for the automated management information system (SAMIN) and is involved in planning and developing new initiatives for the five Income Security Programs.

In addition to these ongoing activities, the Central Directorate was involved in a number of specific achievements during 1989/90, including the 4.9 percent increase in the regulated rates of the Social Allowances Program (effective January 1, 1990), the 4.1 percent increase in the 55 PLUS benefits (effective April 1, 1989), and the 4.1 percent increase in the CRISP income eligibility levels (effective July 1, 1989). The directorate also provided support to three new initiatives, namely, the extension of social allowances eligibility to newly separated and deserted sole-support parents (effective January 1, 1990), the review of Manitoba's two-tier system of social assistance (including providing support to the Social Assistance Review Committee which was established in April, 1989) and reviewing and following up on recommendations resulting from an audit of the Income Security Programs completed by a management consulting firm as part of government's review of finances, management practices and program delivery.

Income Maintenance Programs

The Income Maintenance Programs provide financial assistance to ensure that no Manitobans lack the goods and services essential to their health and well-being. The Social Allowances and Municipal Assistance Programs provide financial assistance for basic necessities while the Social Allowances Health Services Program provides assistance for essential noninsured health services.

Expenditures by Sub-Appropriation

09-5A Central Directorate	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate			1,085,800		
- Main Estimate Authority from General Salary Increase XXV			22,600		
Total Salaries	1,029,300	28	1,108,400	(79,100)	
Total Other Expenditures	451,700		489,000	(37,300)	

Social Allowances Program

The Social Allowances Program, operating under the authority of *The Social Allowances Act,* is the largest of the Income Security Programs in terms of both caseloads and expenditures. The objective of the Social Allowances Program is to ensure persons likely to be in need of long-term assistance do not lack those goods and services essential to their health and well-being. Field staff, located in 14 district offices throughout the province, assess eligibility, provide assistance and monitor cases.

Financial assistance is provided to persons in need who are eligible for benefits under *The Social Allowances Act* including sole-support parents, persons with physical or mental disabilities, aged persons, persons requiring the protection of a crisis intervention facility, students, children whose parents are dead or unable to support them, persons with dependents in need of special care and unemployed employable persons in areas of the province where municipal assistance is not available (general assistance). Eligibility may also be granted under special case consideration at the discretion of the Minister. Persons in need who do not qualify for social allowances may apply to their local municipality for assistance under the Municipal Assistance Program.

Eligibility for social allowances is further determined by a needs test in which the total amount of a household's financial resources is compared to the total costs of its basic necessities as defined in *The Social Allowances Act* and Regulations. Certain items and income are not included in the calculation of financial resources. Exempted assets include liquid assets up to $400 per person to a maximum of $2,000 per family, equity in the home in which the person lives, essential personal property and a life insurance policy with a cash surrender value of up to $2,000. Elderly persons are permitted to retain a funeral plan valued at up to $1,000 if the plan is purchased at least one year prior to their application for social allowances. Essential farm or business equipment, a basic stock herd and seed for next year's crop are also considered allowable assets.

All earned or unearned income is expected to be totally available for a recipient's maintenance, subject to the exemptions provided in the Social Allowances Regulations. Exempted unearned income sources include family allowances, tax credits, small gifts, small donations to persons who require special care and foster home payments for children. With respect to earned income, recipients who are eligible for the work incentive provisions are allowed exemptions which represent the greater of $50 per month, 70¢ per hour worked or 30 percent of gross monthly earnings. Those who are not eligible for the work incentive provisions (i.e., newly enrolled, self-employed, students and special dependent care cases), are allowed earning exemptions of up to $50 per month. Allowances are also made for necessary work expenses and most compulsory payroll deductions. The remainder of the earned income is applied to the recipient's budget, thereby reducing the amount of social allowances granted. The exception to these rules is that the earnings of children who attend school full-time are totally exempt from consideration when calculating social allowances benefits.

Benefits are paid monthly and represent the amount by which the cost of a household's basic needs (food, clothing, personal needs, household supplies, shelter, fuel and utilities) exceed its financial resources. Additional assistance is available for special needs and noninsured health needs not covered by the Social Allowances Health Services Program.

The rates for basic needs are reviewed periodically. In recent years the rates for food, clothing, personal needs, household supplies and room and board have increased annually on the first of January in consideration of inflationary increases in the cost of these items. The latest increase was introduced on January 1, 1990. For recipients renting accommodation, shelter costs are approved within administrative guidelines which have also been reviewed and increased annually. For recipients who reside in their own home, the principal and interest of a mortgage, taxes and insurance are included in the cost of basic needs. Assistance for fuel, utilities and approved special needs and health needs is provided at actual cost.

A major change was made to the Social Allowances Program in 1989/90 when eligibility was extended to recently separated or deserted sole-support parents in financial need effective January 1, 1990. This initiative was in response to recommendations made by the Women's Initiative Consulting Committee. Prior to this change, recently separated or deserted sole-support parents received assistance from the Municipal Assistance Program for their first 90 days of separation or desertion.

The Social Allowances Program provided assistance to an average monthly caseload of 24,573 in 1989/90, an increase of 3.2 percent over the previous year.

Part of the increase was due to the extension of eligibility to newly separated and deserted sole-support parents. During 1989/90, approximately 14 percent of the social allowances caseload made use of the work incentive provisions of the program; this was an increase of one percent from 1988/89.

The Social Allowances Program continued to collaborate with the Day Care, Youth and Employment Support Division on the implementation of projects funded under the Canada-Manitoba Agreement intended to help social assistance recipients prepare for, and obtain, employment. Approximately 2,200 social allowances and municipal assistance recipients benefitted from this agreement in 1989/90.

Social Allowances: Provincial Financial Assistance

Average Monthly Caseload by District Office and Category of Assistance

1989/90

District Office	Children	Sole-Support Parents	Aged	Disabled	Crisis Facility Cases	Students	General Assistance	Special Cases	Special Dependent Care*	Total
Beausejour	12	263	24	511	1	14	112	1	—	938
Brandon	16	835	104	1,290	13	62	37	2	—	2,359
Dauphin	4	230	70	346	—	29	155	1	—	835
Flin Flon	8	144	20	78	4	22	211	—	—	487
Morden	10	156	77	388	3	12	2	—	—	648
Portage	11	257	53	884	4	10	68	1	—	1,288
Selkirk	9	332	69	620	9	20	138	1	—	1,198
Swan River	1	192	10	207	1	22	191	—	—	624
The Pas	2	206	9	136	13	27	206	—	—	599
Thompson	12	526	7	127	13	28	358	—	—	1,071
Winnipeg Central	76	2,006	108	1,875	2	—	—	—	—	4,067
Winnipeg North	55	1,420	68	1,108	—	—	—	2	—	2,653
Winnipeg South/West	79	2,764	190	3,401	70	—	1	2	—	6,507
Student Social Allowances	—	550	—	75	—	673	—	1	—	1,299
Total	**295**	**9,881**	**809**	**11,046**	**133**	**919**	**1,479**	**11**	**—**	**24,573**

**Average is less than 1.*

Social Allowances Program

Average Monthly Caseload by Category

1987/88 to 1989/90

Category	1987/88	1988/89	1989/90
Children	284	292	295
Sole-Support Parents	9,044	9,395	9,881
Aged	1,000	886	809
Disabled	10,497	10,827	11,046
Crisis Facility Cases*	61	120	133
Students	805	836	919
General Assistance	1,587	1,447	1,479
Special Cases	5	10	11
Special Dependent Care	2	**	**
Total	**23,285**	**23,813**	**24,573**

**Category effective September 1, 1987.*
***Average is less than 1.*

Social Allowances Program

Expenditures by Category ($000)

1987/88 to 1989/90

Category	1987/88	1988/89	1989/90
Children	$ 847.9	$ 907.7	$ 953.5
Sole-Support Parents	73,679.1	79,965.0	88,613.3
Aged	1,409.7	1,383.6	1,319.6
Disabled	52,777.7	58,261.7	62,264.8
Crisis Facility Cases*	322.0	676.5	1,078.6
Students	2,947.1	3,369.3	3,861.2
General Assistance	7,344.7	7,247.6	7,972.1
Special Cases	601.0	466.1	421.8
Special Dependent Care**	8.7	8.7	8.7
Other***	721.6	884.5	849.0
Total	**$140,659.5**	**$153,170.7**	**$167,342.6**

**Category effective September 1, 1987.*
***Estimated expenditure.*
****Other expenditures such as Home Care, Blind Persons Allowance and Disabled Persons Allowance.*

Social Allowances Program

Caseload by Month

1987/88 to 1989/90

Month	1987/88	1988/89	1989/90
April	23,517	23,934	24,619
May	23,153	23,815	24,529
June	22,499	23,022	23,517
July	22,566	23,020	23,501
August	22,823	23,444	23,999
September	23,368	23,702	24,340
October	23,460	23,878	24,632
November	23,421	23,881	24,564
December	23,446	23,869	24,713
January	23,512	24,242	25,160
February	23,722	24,400	25,527
March	23,931	24,549	25,779
Monthly Average	**23,285**	**23,813**	**24,573**

Social Allowances Program

Average Monthly Number of Recipients by District Office

1987/88 to 1989/90

District Office	1987/88	1988/89	1989/90
Beausejour	1,640	1,673	1,750
Brandon	4,028	4,080	4,232
Dauphin	1,549	1,570	1,650
Flin Flon	912	903	1,016
Morden	1,157	1,156	1,179
Portage	1,969	2,011	2,033
Selkirk	1,922	2,032	2,109
Swan River	1,448	1,423	1,384
The Pas	1,650	1,587	1,420
Thompson	2,711	2,627	2,628
Winnipeg Central	7,628	7,937	8,192
Winnipeg North	5,336	5,423	5,791
Winnipeg South/West	10,860	11,352	11,906
Student Social Allowances	1,892	2,144	2,383
Total	**44,702**	**45,918**	**47,673**

Social Allowances Program

Expenditures by Month

1987/88 to 1989/90*
($000)

Month	1987/88	1988/89	1989/90
April	$ 8,814.2	$ 10,930.8	$ 12,422.0
May	11,350.2	12,610.9	13,766.5
June	12,069.8	12,246.8	13,193.9
July	11,303.7	11,849.3	12,591.2
August	12,133.2	12,386.4	13,692.1
September	10,836.4	12,286.3	13,906.8
October	12,301.1	12,560.0	13,196.9
November	11,163.2	12,674.1	13,871.3
December	11,670.5	12,562.5	12,239.8
January	11,886.3	13,392.0	14,927.2
February	12,510.9	13,240.7	15,043.5
March	14,620.0	16,430.9	18,491.4
Total	**$140,659.5**	**$153,170.7**	**$167,342.6**

**Includes expenditures for Home Care, Blind Persons Allowance and Disabled Persons Allowance.*

Social Allowances Program: Work Incentive

Average Monthly Caseload by District Office and Category of Assistance

1989/90

District Office	Sole Support Parents	Aged	Disabled	General Assistance	Total
Beausejour	59	—	161	8	228
Brandon	218	—	270	1	489
Dauphin	43	—	62	17	122
Flin Flon	34	—	5	21	60
Morden	43	—	161	—	204
Portage	67	—	191	10	268
Selkirk	73	—	107	7	187
Swan River	21	—	43	32	96
The Pas	26	—	6	60	92
Thompson	93	—	24	61	178
Winnipeg Central	272	—	168	—	440
Winnipeg North	148	—	101	—	249
Winnipeg South/West	422	—	330	—	752
Student Social Allowances	32	—	6	—	38
Total	**1,551**	**—**	**1,635**	**217**	**3,403**

Social Allowances Health Services

The Social Allowances Health Services Program provides essential noninsured drug, dental and optical supplies and services to social allowances recipients, wards of the province and Treaty Indians living off reserve.

Long-term recipients are issued a Social Allowances Health Services card which allows them to receive basic drug, dental and optical supplies and services without prior authorization; these supplies and services must be in accordance with approved fee schedules. Specialized dental and optical services must receive special approval. Recipients who are not eligible for a health services card, such as short-term recipients, student cases and patients in a hospital or extended treatment facility, receive approval for their health needs on an item-by-item basis.

Arrangements for the delivery of health care supplies and services have been made through the establishment of service agreements with the following professional and business organizations.

Drugs - Manitoba Society of Pharmacists
Dental - Manitoba Dental Association
- Denturist Association of Manitoba
Optical - Manitoba Optometric Association
- Ophthalmic Dispensers of Manitoba

The service agreements specify the types of goods and services to be provided and outline the eligibility criteria for these goods and services, the level of payment and related billing procedures.

Social Allowances Health Services provided benefits to an average monthly caseload of 24,283 in 1989/90. Almost 85 percent of the caseload is comprised of social allowances cases with the remaining 15 percent being wards of the province.

Social Allowances Health Services
Expenditures and Caseload
1987/88 to 1989/90

	1987/88	1988/89	1989/90
Expenditures ($000)			
Dental	$ 2,689.5	$ 2,774.2*	$ 3,078.5
Drugs	7,236.2	8,075.7	8,525.8
Optical	648.3	663.8	715.2
Total	**$10,574.0**	**$11,513.7***	**$12,319.5**
Average Monthly Number of Cases	**22,917**	**23,574**	**24,283**
Average Monthly Number of Recipients	**41,770**	**43,114**	**44,733**

**Revised from the 1988/89 Annual Report.*

Municipal Assistance

The Municipal Assistance Program encompasses the individual financial assistance programs administered by over 200 municipalities in Manitoba. In accordance with *The Social Allowances Act* and *The Municipal Act*, the municipalities are responsible for providing assistance to persons in need within their municipal boundaries who are not eligible for provincial social allowances benefits. These are primarily persons in need of short-term assistance, including unemployed employable persons, persons with disabilities likely to last 90 days or less and transients. The municipalities are responsible for the administration and provision of municipal assistance. Each municipality establishes its own by-laws governing the rules and regulations of its assistance program. The by-laws specify the eligibility criteria, rates of assistance and forms of assistance. As such, there is some variability in the individual municipal assistance programs.

The primary role of the Department of Family Services with respect to municipal assistance is the administration of the cost-sharing agreement between the three levels of government. The province cost-shares financial assistance payments and certain administrative costs with the municipalities according to the provisions in *The Social Allowances Act*. Municipalities are reimbursed 100 percent for financial assistance paid on behalf of nonarea residents, while reimbursement for assistance paid on behalf of area residents represents the greater of 40 percent of gross payments or 80 percent of gross assistance costs in excess of one mill of the equalized assessment of that municipality. The province also reimburses the municipalities 50 percent of the amount that the salaries of staff engaged in full-time welfare work exceed the costs incurred in 1964. The federal government cost-shares with the province 50 percent of the total administrative and financial assistance expenditures in accordance with the Canada Assistance Plan.

The Municipal Assistance Program provided assistance to an average monthly caseload of 10,443 in 1989/90. The City of Winnipeg caseload accounted for approximately 88 percent of the total municipal assistance cases.

The Municipal Assistance Program experienced a major change during 1989/90 when the Social Allowances Program extended eligibility to recently separated or deserted sole-support parents effective January 1, 1990. Prior to this change, these families received assistance from the municipalities for their first 90 days of separation or desertion.

Municipal Assistance

Number of Cases for Manitoba and the City of Winnipeg

1987/88 to 1989/90

	Total Province			City of Winnipeg		
Month	**1987/88**	**1988/89**	**1989/90**	**1987/88**	**1988/89**	**1989/90**
April	9,569	10,155	10,023	8,132	8,735	8,702
May	9,099	10,375	10,229	7,767	8,895	8,924
June	9,517	9,960	9,934	8,125	8,637	8,661
July	9,585	9,924	10,217	8,220	8,612	9,050
August*	10,493	9,917	10,487	8,965	8,666	9,238
September	10,265	9,601	10,153	8,770	8,369	8,893
October	10,104	9,328	10,101	8,804	8,051	8,778
November	10,249	9,525	10,118	8,812	8,168	8,849
December	10,785	9,788	10,928	9,146	8,338	9,503
January	10,551	10,061	11,140	9,193	8,776	9,996
February	10,262	10,011	10,967	8,823	8,657	9,748
March	10,410	9,959	11,023	8,899	8,632	9,782
Monthly Average	**10,074**	**9,884**	**10,443**	**8,638**	**8,545**	**9,177**

**The City of Winnipeg changed from a manual to an automated management system in August, 1987. As a result, data from that month through March, 1988 are not directly comparable to data from previous years.*

Municipal Assistance

Number of Recipients for Manitoba and the City of Winnipeg

1987/88 to 1989/90

	Total Province			City of Winnipeg		
Month	**1987/88**	**1988/89**	**1989/90**	**1987/88**	**1988/89**	**1989/90**
April	15,977	16,338	16,160	12,971	13,561	13,542
May	15,316	16,554	16,498	12,653	13,786	14,049
June	14,751	16,020	15,986	12,140	13,350	13,539
July	15,797	15,897	16,630	13,128	13,385	14,287
August*	16,392	16,118	17,158	13,594	13,521	14,619
September	16,305	15,544	16,410	13,594	12,999	13,872
October	16,194	15,150	16,118	13,647	12,605	13,533
November	16,506	15,443	16,241	13,659	12,708	13,651
December	17,483	16,088	17,443	14,129	13,096	14,503
January	16,869	16,285	17,114	14,249	13,708	15,010
February	16,540	16,253	16,606	13,676	13,446	14,265
March	16,751	15,992	16,643	13,792	13,320	14,294
Monthly Average	**16,240**	**15,974**	**16,584**	**13,436**	**13,290**	**14,097**

**The City of Winnipeg changed from a manual to an automated management system in August, 1987. As a result, data from that month through March, 1988 are not directly comparable to data from previous years.*

Municipal Assistance

Total Expenditures for Manitoba and the City of Winnipeg* ($000)

1987/88 to 1989/90

	Total Province			City of Winnipeg		
	1987/88	1988/89	1989/90	1987/88	1988/89	1989/90
Financial Assistance by Month						
April	$ 3,773.4	$ 3,877.6	$ 3,933.8	$ 3,332.2	$ 3,432.7	$ 3,500.2
May	3,329.1	3,954.7	4,260.4	2,954.5	3,551.1	3,841.4
June	3,787.4	4,065.8	4,006.1	3,228.8	3,657.7	3,631.9
July	3,539.3	3,592.6	3,815.7	3,179.3	3,215.8	3,449.4
August	3,355.9	3,912.2	4,153.3	2,992.9	3,524.3	3,785.3
September	3,596.6	3,621.0	3,865.4	3,232.0	3,246.6	3,488.5
October	4,201.8	3,589.6	4,233.4	3,851.8	3,228.5	3,853.8
November	3,451.3	3,736.1	4,299.1	3,074.4	3,330.7	3,891.9
December	4,565.7	4,178.0	4,770.6	4,062.5	3,677.6	4,255.5
January	3,922.1	3,985.0	4,750.5	3,518.5	3,562.9	4,404.1
February	3,972.0	3,865.0	4,542.7	3,512.7	3,448.0	4,141.5
March	4,392.0	3,965.7	4,648.7	4,054.2	3,713.3	4,273.9
Total	**$45,886.6**	**$46,343.3**	**$51,279.7**	**$40,993.8**	**$41,589.2**	**$46,517.4**
Welfare Services	$ 6,190.9	$ 6,377.0	$ 7,288.5	$ 5,870.5	$ 7,396.0	$ 6,843.8
Total Expenditures	**$52,077.5**	**$52,720.3**	**$58,568.2**	**$46,864.3**	**$48,985.2**	**$53,361.2**

**Gross municipal assistance expenditures (municipal and provincial shares before cost-sharing under the Canada Assistance Plan).*

Municipal Assistance

Provincial Share of Expenditures for Manitoba and the City of Winnipeg* ($000)

1987/88 to 1989/90

	Total Province			City of Winnipeg		
	1987/88	1988/89	1989/90	1987/88	1988/89	1989/90
Financial Assistance	$37,126.1	$40,095.2	$42,285.2	$33,305.2	$34,999.8	$38,398.8
Welfare Services	2,877.0	3,645.2	3,406.4	2,705.0	3,467.7	3,191.6
Total	**$40,003.1**	**$43,740.4**	**$45,691.6**	**$36,010.2**	**$38,467.5**	**$41,590.4**

**Provincial share of municipal assistance expenditures (before cost-sharing under the Canada Assistance Plan).*

Expenditures by Sub-Appropriation

09-5B Income Maintenance Programs	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate			7,173,300		
- Main Estimate Authority from General Salary Increase XXV			160,900		
Total Salaries	6,986,200	226.27	7,334,200	(348,000)	
Total Other Expenditures	2,750,500		2,578,800	171,700	
Financial Assistance					
- Social Allowances	167,342,600		164,590,000	2,752,600	1.
- Health Services	12,319,500		13,377,600	(1,058,100)	2.
- Municipal Assistance*	45,691,600		46,231,000	(539,400)	
Total Financial Assistance	225,353,700		224,198,600	1,155,100	

*Provincial share of municipal assistance expenditures before cost-sharing under the Canada Assistance Plan.

1. The 1989/90 actual expenditures for the Social Allowances Program were $2,752,600 or 1.7 percent higher than the estimate. This increase is primarily due to higher than estimated caseload growth and assistance costs.

2. The underexpenditure in Social Allowances Health Services is primarily due to lower drug costs resulting from lower per capita utilization, a smaller than planned increase in the cost of prescriptions and more effective program controls.

Income Supplement Programs

Income Security administers two Income Supplement Programs for low-income Manitobans: 55 PLUS - A Manitoba Income Supplement and the Child Related Income Support Program (CRISP). These programs are delivered from one office in Winnipeg where staff assess eligibility, monitor cases and provide information to clients and the general public.

55 PLUS A Manitoba Income Supplement

The 55 PLUS Program provides quarterly income supplements to low-income Manitobans who are 55 years of age and over. The program has two components. The first, or Senior Component, is for persons eligible to receive certain levels of benefits from the federal Old Age Security Programs (Guaranteed Income Supplement, Spouses Allowance and Widowed Spouses Allowance). Persons in this component are primarily 65 years of age and over. The second, or Junior Component, is for persons 55 years and over who are not eligible to receive Old Age Security benefits but whose income falls within certain specified ranges.

An application for benefits from the Senior Component is not necessary as eligibility is determined from the person's annual application to the federal Guaranteed Income Supplement Program. The 55 PLUS benefit is paid to those with little or no personal income other than income from Old Age Security and Guaranteed Income Supplement benefits.

An annual application is necessary for benefits from the Junior Component. In 1989/90, maximum benefits were paid to single persons with a net income of $8,489.64 or less. Partial benefits were payable to single persons with incomes between $8,489.65 and $9,257.64. Maximum benefits were paid to married persons with a net family income of $13,764.24 or less. Partial benefits were payable to married persons with incomes between $13,764.25 and $15,396.24. Income eligibility levels were indexed annually in consideration of inflation.

The maximum quarterly benefits available for both components for April, July and October, 1989 and January, 1990 benefit periods were $106.50 for single persons and $114.40 for each eligible married person. Benefit levels were indexed in consideration of inflation.

During 1989/90, 55 PLUS benefits were provided to an average of 24,032 individuals per quarter which is lower than the anticipated caseload for one year. Approximately 61 percent were in receipt of full benefits from the program.

55 PLUS-A Manitoba Income Supplement

Number of Recipients by Marital Status and Quarter

1988/89 and 1989/90

	1988/89			1989/90		
Program Component	**Single**	**Married**	**Total**	**Single**	**Married**	**Total**
Senior Component						
April	13,310	6,167	19,477	12,313	5,305	17,618
July	13,527	6,065	19,592	12,863	5,492	18,355
October	13,520	5,986	19,506	12,770	5,325	18,095
January	13,585	5,897	19,482	12,713	5,238	17,951
Average	**13,485**	**6,029**	**19,514**	**12,665**	**5,340**	**18,005**
Junior Component						
April	2,361	3,172	5,533	2,422	3,133	5,555
July	2,583	3,453	6,036	2,636	3,424	6,060
October	2,666	3,525	6,191	2,705	3,463	6,168
January	2,738	3,648	6,386	2,788	3,538	6,326
Average	**2,587**	**3,450**	**6,037**	**2,638**	**3,389**	**6,027**
Total Program Average	**16,072**	**9,479**	**25,551**	**15,303**	**8,729**	**24,032**

NOTE: Single recipients include those who have never been married as well as those who are no longer married (i.e., widowed, divorced, separated).

For married recipients, in some cases, both members of a couple receive 55 PLUS and in other cases only one spouse is a recipient.

55 PLUS A Manitoba Income Supplement

Expenditures by Quarter ($000)

1988/89 and 1989/90

Program Component	1988/89	1989/90
Senior Component		
April	$1,574.6	$1,483.9
July	1,588.9	1,544.0
October	1,589.6	1,532.5
January	1,588.1	1,515.1
Total	**$6,341.2**	**$6,075.5**
Junior Component		
April	$570.1	$598.7
July	653.5	692.6
October	648.6	663.0
January	663.6	698.1
Total	**$2,535.8**	**$2,652.4**
Total Expenditures	**$8,877.0**	**$8,727.9**

Child Related Income Support Program (CRISP)

The Child Related Income Support Program provides monthly supplements to low-income families to assist them in meeting the costs of raising their children.

CRISP benefits are available to Manitoba families who:

- support one or more children under 18 years of age who are listed as their dependents on a valid Manitoba Health Services card;
- receive family allowances for these children;
- have a total family income within specified levels; and
- have net family assets of $200,000 or less.

Wards of the province and Treaty Indians living on reservation land or in receipt of federal social assistance are not eligible for CRISP benefits.

Benefits are determined by total family income for the previous tax year, less deductions equal to family allowances, and child tax credit benefits for each eligible child, six percent of the total family income and any maintenance or alimony payments made. Estimated income for the current year may be used when there has been a change in the applicant's situation due to a relatively permanent or long-term disability, a change in marital status or the recent immigration of the family to Canada.

The net annual income eligibility levels for CRISP have been indexed for each benefit year in consideration of inflation. For the 1989/90 benefit year, which started on July 1, 1989, families with net annual incomes of $11,817.00 or less were eligible for the maximum benefit of $30 per month for each eligible child. Annual benefits are reduced 25¢ for each dollar of net family income over the eligibility level for maximum benefits. Benefits are available only by application and a reapplication is required for each benefit year.

Net family assets include all personal, farm and business assets of the family, excluding the principal residence, household furnishings and the family vehicle used most often. The value of an asset is determined to be its current market value less any amount owed on the asset.

During 1989/90, CRISP benefits were provided to an average of 7,133 families per month, representing 16,187 children. Approximately 53 percent of the families were headed by single parents and approximately 84 percent were in receipt of full benefits from the program.

Child Related Income Support Program

Number of Cases and Number of Children

1988/89 and 1989/90

Month	1988/89		1989/90	
	Number of Cases	Number of Children	Number of Cases	Number of Children
April	8,609	19,629	8,195	18,576
May	8,707	19,814	8,266	18,679
June	8,732	19,858	8,337	18,802
July	5,956	13,878	4,775	10,636
August	6,666	15,483	5,836	13,116
September	7,144	16,503	6,297	14,150
October	7,424	17,076	6,951	16,001
November	7,641	17,538	7,134	16,401
December	7,689	17,632	7,256	16,627
January	7,878	18,025	7,417	16,939
February	7,993	18,250	7,492	17,043
March	8,082	18,386	7,640	17,276
Average	**7,710**	**17,673**	**7,133**	**16,187**

Child Related Income Support Program

Number of Cases by Family Type and Month

1988/89 and 1989/90

Month	1988/89		1989/90	
	Single Parent	Two Parent	Single Parent	Two Parent
April	4,364	4,245	4,273	3,922
May	4,413	4,294	4,303	3,963
June	4,431	4,301	4,347	3,990
July	3,132	2,824	2,731	2,044
August	3,472	3,194	3,297	2,539
September	3,730	3,414	3,506	2,791
October	3,860	3,564	3,679	3,272
November	3,972	3,669	3,768	3,366
December	4,000	3,689	3,841	3,415
January	4,105	3,773	3,919	3,498
February	4,166	3,827	3,953	3,539
March	4,200	3,882	4,017	3,623
Average	**3,987**	**3,723**	**3,803**	**3,330**

Child Related Income Support Program

Monthly Expenditures and Average Monthly Payment

1988/89 and 1989/90

Month	1988/89 Expenditures ($000)	1988/89 Average* Monthly Payment	1989/90 Expenditures ($000)	1989/90 Average* Monthly Payment
April	$ 531.8	$61.01	$ 508.9	$61.03
May	530.6	60.86	508.6	60.85
June	532.7	60.85	506.7	60.71
July	383.4	62.81	293.5	60.98
August	437.5	62.57	397.7	61.28
September	471.6	62.27	419.4	61.33
October	479.3	61.91	556.2	62.81
November	481.1	61.70	464.3	62.82
December	479.6	61.65	462.5	62.61
January	499.3	61.53	473.6	62.38
February	498.9	61.41	469.3	62.13
March	495.6	61.24	476.4	61.79
Total Expenditures	**$5,821.4**		**$5,537.1**	

**Average monthly payment does not include benefits paid retroactively.*

Expenditures by Sub-Appropriation

09-5C Income Supplement Programs	Actual 1989/90 $	SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate			610,800		
- Main Estimate Authority from General Salary Increase XXV			15,800		
Total Salaries	621,300	24	626,600	(5,300)	
Total Other Expenditures	209,000		261,400	(52,400)	
Financial Assistance					
- 55 PLUS-A Manitoba Income Supplement	8,727,900		9,750,000	(1,022,100)	1.
- Child Related Income Support Program	5,537,100		6,300,000	(762,900)	2.
Total Financial Assistance	$14,265,000		16,050,000	(1,785,000)	

Explanation Number:

1. The underexpenditure was due primarily to caseload being approximately 10 percent (2,700 cases) lower than anticipated.
2. The underexpenditure was due primarily to caseload being approximately 10 percent (900 cases) lower than anticipated.

Rehabilitation and Community Living

The Rehabilitation and Community Living Division provides coordination, direction and support for a range of services to mentally and physically disabled adults throughout Manitoba.

The division combines responsibility for regional community service delivery, institutional services and external agencies providing services in the community.

The division is also responsible for the provision of grants to nonprofit organizations which support the objectives of Rehabilitation and Community Living.

Services that fall under the mandate of the division are delivered by the Manitoba Developmental Centre, eight provincially administered regional offices and external nonprofit social service organizations.

In carrying out its role, vis-a-vis adult services for Manitobans with mental and physical disabilities, the major objectives of the division are:

- to support individual, family and community efforts that are directed toward independent living and participation in the community;
- to provide leadership in policy and program development;
- to establish and monitor program standards;
- to provide professional consultation, as well as development and training, to government and non-government staff working within the service system.

At the beginning of fiscal year 1989/90, the division was named Community Social Services. It was renamed Rehabilitation and Community Living in October, 1989 in order to clearly reflect the mandate within the newly formed Family Services Department. Branches of the division are Administration, Regional Operations, Manitoba Developmental Centre, Adult Services and General Purpose Grants.

Administration

The Administration Branch consists of the office of the Assistant Deputy Minister which is responsible for overall management, policy direction, management information and financial support functions for the division.

The main objectives of this branch are:

- to provide central administration, management and financial support to the program branches within the division;
- to ensure division activities are consistent with department and government policy and legislation and to monitor and report on same; and
- to provide sustaining grants to nonprofit organizations which support or enhance the objectives of the division.

These objectives are achieved by the branch through the provision of program planning and policy development activities, regional and external agency resource allocations, development and maintenance of management information systems, and development of training programs for divisional staff and external service providers.

Major activities undertaken by this branch during 1989/90 include:

- coordination of the 1989/90 Estimates process;
- initiation of a comprehensive review of divisional operations;
- establishment of a development and training function and budget to address the needs of staff and boards working within the Rehabilitation and Community Living Service System (see "Division Sponsored Development and Training Activities" chart which follows);
- completion of the review of the Winnipeg Regional Service Delivery System which serves the three Winnipeg regions amalgamated into one management and delivery unit;
- support for an advisory board at the Manitoba Developmental Centre to enhance lines of communication between government, the Centre and the community at large and encourage greater community involvement in the delivery of service at the Manitoba Developmental Centre; and
- support for a working committee which initiated the development and ongoing implementation of an improved management information system for the division.

Division Sponsored Development and Training Activities for Government and Nongovernment Staff

1989/90

Program	Agency and Departmental Staff Trained	Cost
Emergency First Aid	500 (1)	
Cardio-Pulmonary Resuscitation	500	$ 26,800
Nonviolent Crisis Intervention	258	9,228
Workplace Safety and Health	44	509
Convulsive Disorders	46	4,212
Values and Attitudes	108 (1)	17,286
Sexuality	125 (1)	8,866
Human Relationships and Sexuality Workshop	150	12,271
Supported Employment Telecourse	90	19,825
Orientation of Residential and Day Program Staff	700	24,500
Orientation for Foster Care Providers (Winnipeg)	26	1,263
Social Role Valorization	60	8,972
Behavior Specialist Training	20	2,260
Dignity, Diversity, Destiny Manitoba Council on Rehabilitation and Work Conference	69	5,000
Building Trust Relationships	25	12,000
American Association on Mental Retardation	88	8,800
Second Annual Western Canada Conference on Supported Employment	68	10,000
Individual Service Planning	60 (2)	1,800
Effective Supervision	36	4,500
Board Training	— (3)	20,000
Computer Training	14	1,955
Curriculum Development Project	— (3)	2,147
Instructor Travel Expenses	— (3)	2,282
Miscellaneous Programs Attended by Individual Staff	— (3)	5,707
Publications, Audiovisual and Other Training Related Materials	— (3)	14,833
Total Expenditure		**$225,016**

(1) These are courses in the Developmental Service Worker Course offered through the community college system.

(2) This speaker, besides addressing the people identified, addressed an additional group of staff at the annual Manitoba Council on Rehabilitation and Work Conference.

(3) Actual figures are not available at this time as this is a continuing project.

Expenditures by Sub-Appropriation

09-3A Administration	Actual 1989/90 $	Estimates 1989/90 SY	Estimates 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		9.26	415,500		
- Main Estimate Authority from General Salary Increase XXVI			6,300		
Total Salaries	326,400		421,800	(95,400)	1.
Total Other Expenditures	286,100		329,700	(43,600)	2.

Explanation Number:

1. Underexpenditure due to staff vacancies.
2. Reduction associated with staff vacancies and underexpenditure in staff training and development.

Regional Operations

At the beginning of 1989/90, the division's Regional Service System consisted of ten regional offices, three of which were located in Winnipeg. During this fiscal year, a review of the Winnipeg Regional Service Delivery System was completed and resulted in the three Winnipeg regions being amalgamated into one. This report will therefore reflect that as of the end of 1989/90, the service system was made up of eight regional offices. It should be noted, however, that a number of activities required to complete the Winnipeg region amalgamation will continue on into 1990/91.

The objective of the Regional Operations Branch is to manage and deliver a comprehensive range of community social and health services throughout Manitoba. The regions work closely with communities, program directorates, related agencies and other provincial and federal departments to promote the objectives of the department and the specific programs.

In each region, the service delivery system is managed by a Regional Director who is responsible for the administration of both Community Social Services for the Department of Family Services and Community Health Services for the Department of Health. Regional Directors report to the Executive Director of Regional Operations. Program and fiscal controls for social service programs are within the jurisdiction of the Department of Family Services and those for Health Programs, within the jurisdiction of the Department of Health.

The Regional Operations Branch is accountable for the administration and control of budgeted funds and for expenditure management within the service delivery system. This includes effective and efficient management of staff resources providing program and support services throughout the province.

The Departments of Family Services and Health each maintain central program directorates which have responsiblility for development of policy, standards, and procedures necessary to ensure effective and efficient delivery of services in an equitable and accessible manner throughout the province. Further, program directorates are accountable to monitor, assess and evaluate delivery and impact of services by provincial regional offices, funded agencies and direct care providers to ensure an effective and efficient service delivery network is maintained.

Program directorates, in consultation with regional representatives, develop the program budgets based on regional need, past service utilization and in consideration of future initiatives required within each region.

Regional offices deliver services for three divisions of the Department of Family Services:

- Rehabilitation and Community Living for community services for mentally handicapped adults and vocational rehabilitation;
- Child and Family Services for family conciliation services, child and family services in five rural regions and services for disabled children; and
- Day Care, Youth and Employment Support for child day care.

In addition to the ongoing services previously listed, major activities of the branch during 1989/90 follow.

- Involvement in the review of Winnipeg regional service delivery with a view to amalgamation of the three existing regions into one administrative function. This was accomplished during 1989/90.
- Establishment and chairing of a committee that directed and reviewed the work undertaken by a Quality Assurance Working Group. These developments will assist all Community Service and Vocational Rehabilitation Workers to better measure the quality of service provided to their clients and ensure it is provided in a thorough, efficient and professional manner.
- Development of a conjoint working group among the Departments of Family Services, Education and Training and Health that produced a formally approved document outlining the process that school divisions, Family Services' workers, parents and others should follow to assist disabled children to make the transition from the school system to the adult services and support system.
- Establishment of a working group of departmental psychologists, led by the senior Provincial Behavior Specialist, that developed and implemented a system of service standards. These standards will assist in ensuring consistent quality service to clients served by this specialty area across the province.
- Initiation of the development of an Emergency Social Services Procedures Manual for distribution during 1990/91. This manual, used in conjunction with training programs, will enhance the capacity for the provision of Emergency Social Services across the province.
- Assistance with the evacuation of an estimated 23,000 people from 24 northern Manitoba Communities. This was accomplished through Emergency Social Services. The role of Emergency Social Services involved the operation of a 24-hour coordination centre, support to municipal governments in their caretaking role, organization of the provision of supplies to reception centres throughout the province and making special arrangements to deliver social allowances cheques to evacuated recipients.

Regional offices deliver services by carrying out the following activities:

- client assessment and placement services, individual case planning and case management services;
- assisting clients to access services available either internally or from external agencies;
- monitoring client service needs, the quality of services received by clients and general client well-being;
- assisting in the development of resources to meet clients' service needs;
- providing program support and consultation to external service delivery agencies;
- providing information for regional and province-wide needs assessment surveys; and
- providing input to divisional planning and Estimates preparation process.

As previously noted, services are delivered by eight regional offices. For an outline of regional boundaries, please refer to the Health and Family Services Regional Boundaries Map in the Overview Section of this report. (Note: This map reflects the ten regions which were in effect for the majority of fiscal year 1989/90. At year end, the seven regions outside Winnipeg remain unchanged, with Winnipeg's three regions having merged into one during March, 1990.)

Regional Operations

Caseloads

1987/88 to 1989/90

Program (1)	1987/88	1988/89	1989/90
Mentally Handicapped (2)	3,485	3,656	3,745
Vocational Rehabilitation	2,483	2,343	2,299

(1) Caseload statistics, other than mentally handicapped and vocational rehabilitation, are reported in the appropriate divisional reports.

(2) Mentally handicapped caseload figures reflect both child and adult caseload figures as both populations are served by the Regional operations staff.

Regional Operations Caseloads

Adult Mentally Handicapped Caseload Statistics

As of March 31, 1990

Age	Line	Border	Mild	Moderate	Severe	Profound	Unspecified	Total
18-30	54		337	344	140	18	32	925
30-45	60		322	356	126	14	12	890
45-64	53		208	220	65	8	14	568
65 +	24		88	65	10	0	7	194
Total	**191**		**955**	**985**	**341**	**40**	**65**	**2,577**

Expenditures by Sub-Appropriation

09-3B Regional Operations	Actual 1989/90 $	Estimates 1989/90 SY	Estimates 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		308.26	10,950,100		
- Main Estimate Authority from General Salary Increase XXVI			224,100		
Total Salaries	10,816,300		11,174,200	(357,900)	1.
Total Other Expenditures	1,354,600		1,410,400	(55,800)	

Explanation Number:

1. A higher than anticipated vacancy rate in remote and northern areas; five transfers in from Family Conciliation and one transfer out due to realignment of functions.

Manitoba Developmental Centre

The Manitoba Developmental Centre is a residential facility providing care, supervision and developmental programs for adult mentally disabled individuals from all regions of Manitoba.

The major objectives of the Centre are:

- to provide services to residents including food, shelter, basic care, supervision, medical, pharmaceutical, nursing, dental, physiotherapy, occupational therapy and a variety of education and training programs to promote rehabilitation;
- to provide client assessment and discharge services;
- to help prepare communities for the reintegration of residents and to assist residents in their return to community living;
- to involve relatives and friends of residents in many aspects of the Centre's programming; and
- to ensure ongoing staff development and training.

Major results of Centre activity during 1989/90 include:

- achieving a two-year accreditation award from the Canadian Council on Health Care Facilities — a centre's governing body, program, medical, nursing and support services must meet the Council's strict criteria to qualify for accreditation, and the award is a significant accomplishment;
- completion and adoption of a new administrative policy and procedure manual for the Centre;
- major involvement with the initiation and orientation of the new Advisory Board at the Manitoba Developmental Centre;
- establishment of a cross-disciplinary Developmental Activities Program designed to meet the needs of severely/profoundly retarded residents of all ages whose needs were not being met by current programming; and
- extensive planning and organization work on the development of Manitoba Developmental Centre Centenary Celebrations to be held during 1990/91.

Manitoba Developmental Centre Admissions and Separations

1982/83 to 1989/90

Fiscal Year	Start Population	New Admission	Re-Admission	Total Admission	Discharges	Deaths	Fiscal Year End
1982/83	835	20	37	57	52	17	823
1983/84	823	22	45	67	88	15	787
1984/85	787	13	29	42	56	11	762
1985/86	762	5	10	15	30	17	730
1986/87	730	6	11	17	108	17	622
1987/88	622	6	14	20	48	10	584
1988/89	584	6	27	33	23	10	584
1989/90	584	11	11	22	12	11	583

Expenditures by Sub-Appropriation

09-3C Manitoba Developmental Centre	Actual 1989/90 $	Estimates 1989/90 SY	Estimates 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		620.26	18,147,400		
- Main Estimate Authority from General Salary Increase XXV			376,700		
Total Salaries	18,381,924		18,524,100	(142,176)	
Total Other Expenditures	2,615,709		2,619,500	(3,791)	

Adult Services

The Adult Services Branch is comprised of two program directorates. They are Residential and Support Services which is responsible for residential and support services for adults with mental disabilities, and Vocational Rehabilitation which is responsible for day programs for adults with mental disabilities as well as for vocational rehabilitation and training services for the mentally, physically and psychiatrically disabled.

The major objectives of this branch are:

- to develop community based residential, day and support services on behalf of mentally disabled adults and their families;
- to assist mentally, physically and psychiatrically disabled adults to access the workforce through the provision of assessments, training, education and support services;
- to provide program direction and standards governing services for mentally, physically and psychiatrically disabled clients;
- to monitor and evaluate programs and services operated or funded by Rehabilitation and Community Living;
- to establish and provide funding to external agencies that deliver services to mandated target populations;
- to prepare and monitor, in conjunction with Regional Operations staff, divisional budget allocations for services for clients;
- to provide consultation and technical assistance to regional field staff and external agencies providing services to disabled adults;
- to identify training and development for regional and agency staff and ensure appropriate prioritization of funds for these activities; and
- to provide information, options and recommendations to the Minister of Family Services concerning policies affecting disabled populations.

Significant activities of this branch in 1989/90 included:

- continuation of residential rate stabilization initiated in 1988/89;
- establishment and implementation of an administrative support funding formula for agencies which provides equitable compensation and strengthens the program and financial accountability of agencies;
- increased funding to protect the financial viability of smaller day programs;
- improved statistical reporting in vocational training;
- initiation of a process for the development of program standards for residential and day services;
- introduction of a formal appeal process for individuals deemed by the Vocational Rehabilitation Program to be ineligible for vocational rehabilitation services;
- review of additional care guidelines and setting of a definition of services to be provided by community residences;
- development and implementation of a pilot project for discharge into the community for complex needs clients;
- significant involvement with the conference planning committee to bring the Region VIII American Association on Mental Retardation Conference to Winnipeg in October, 1989 and coordination of staff participation in this event;
- participation in the development of, and tracking information for, a two-year demonstration project at Sturgeon Creek Enterprises to examine the number and quality of day program opportunities for adults with challenging needs in Winnipeg;

- initiation of a client based information system to provide more efficient financial tracking and improved client statistics; and
- completion of evaluative reviews of a number of service agencies.

Detailed information pertaining to the branch's two program directorates, Residential and Support Services and Vocational Rehabilitation, follows.

Residential and Support Services

The Residential and Support Services directorate consists of programs to assist adult mentally disabled individuals, their families and other primary care providers. These services are designed to allow mentally handicapped adults to live in the least restrictive manner possible and to promote a maximum level of independence.

Residential and Support Services
Clients Served by Program
1988/89 and 1989/90

Program	1988/89 Clients Served	1989/90 Clients Served
Community Residences	579	581
Additional Care & Support	695	701
Supervised Apartment Living	216	220
Respite	432	524
Crisis Intervention	115	99
Special Rate Service Provision	52	64

Community Residences

Community residences are residential resources for mentally handicapped adults which are operated by a board or agency. The board or agency assumes responsibility for provision of accommodation, purchase of day-to-day operating necessities and provision of on-site care and supervision, consistent with the needs of individual residents. Community residences are licenced to operate as residential care facilities.

Residential and Support Services
Approved Community Residence Beds
1982/83 to 1989/90

	82/83	83/84	84/85	85/86	86/87	87/88	88/89	89/90
Beds	288	324	340	369	511	573	579	581

Additional Care and Support

The Additional Care and Support Program provides training, care and support to mentally disabled persons living in a variety of residential alternatives. Funding is provided on an individual basis to address assessed and specified needs and goals which are over and above basic care and supervision requirements.

The objectives of Additional Care and Support are:

- to provide professional and paraprofessional supports required to maintain mentally disabled adults in community based settings;
- to augment basic residential care sufficient to meet the varied and individual needs of mentally disabled adults;
- to allow mentally disabled adults with a variety of needs to move from institutional to community based locations; and
- to prevent movement of mentally disabled adults to more restrictive residential options due to lack of medical, training and supervision supports.

Additional Care and Support
Clients Served by Region
1988/89 and 1989/90

Region	# Of Clients 1988/89	# Of Clients 1989/90
Eastman	64	67
Interlake	84	73
Central	89	79
Westman	99	99
Parklands	56	60
Norman	12	11
Thompson	23	24
Wpg. South	106	115
Wpg. Central	64	70
Wpg. North	98	103
Total	**695**	**701**

Supervised Apartment Living

The Supervised Apartment Living Program provides training and supervision designed to enable mentally disabled adults to live in their own accommodation. The objectives of Supervised Apartment Living are:

- to provide support that will enable mentally disabled adults capable of semi-independent living to live in the least restrictive alternative possible;
- to provide training and support that will maintain mentally disabled individuals in their own accommodation in a safe and healthy environment;

- to develop skills in mentally disabled individuals in areas including personal care, home maintenance, budgeting, menu planning, shopping, cooking, safety, recreation, leisure, community awareness and community participation; and
- to allow more independent mentally disabled adults to vacate structured residential options, thereby freeing these residential spaces for clients requiring that type of setting.

Supervised Apartment Living

Clients Served by Region

1988/89 and 1989/90

Region	# Of Clients 1988/89	# Of Clients 1989/90
Eastman	24	22
Interlake	16	17
Central	41	39
Westman	33	29
Parklands	23	26
Norman	2	2
Thompson	24	20
Wpg. South	18	21
Wpg. Central	17	20
Wpg. North	18	24
Total	**216**	**220**

Respite

Respite provides short-term care for mentally disabled individuals in order to provide relief from continuous care to the primary caregivers. Primary caregivers include natural families as well as operators of licensed and approved foster care facilities. The objectives of Respite Services are:

- to provide support that will enable primary caregivers to continue to provide community based residential care to mentally disabled individuals; and
- to provide short-term alternative care to mentally disabled individuals which will be minimally disruptive to the individual's ongoing lifestyle and in the least restrictive environment.

Respite

Clients Served by Region

1988/89 and 1989/90

Region	# Of Clients 1988/89	# Of Clients 1989/90
Eastman	56	70
Interlake	47	57
Central	38	51
Westman	74	57
Parklands	65	70
Norman	5	5
Thompson	11	11
Wpg. South	62	65
Wpg. Central	55	63
Wpg. North	81	75
Total	**494**	**524**

Crisis Intervention

Crisis Intervention provides individualized services to mentally disabled persons whose status or continuation in community placement is in immediate jeopardy. Crisis Intervention is designed to provide immediate support while appropriate longer term plans are developed and put into place.

The objectives of Crisis Intervention Services are:

- to ensure the immediate physical safety and well-being of mentally disabled individuals in crisis and of those around them;
- to maintain the individual in crisis in the least restrictive alternative while long-term plans are put into place;
- to provide immediate assistance or relief to caregivers and service providers who are experiencing crisis with a mentally disabled individual;
- to prevent institutional placement of mentally disabled individuals due to lack of time to develop appropriate program options; and
- to provide caregivers and service providers with on-site assistance and training in dealing effectively with crisis situations.

Crisis Intervention

Clients Served by Region

1988/89 and 1989/90

Region	# Of Clients 1988/89	# Of Clients 1989/90
Eastman	10	4
Interlake	11	12
Central	4	4
Westman	9	8
Parklands	4	3
Norman	3	1
Thompson	8	5
Wpg. South	26	27
Wpg. Central	25	20
Wpg. North	15	15
Total	**115**	**99**

Special Rate Provisions

Clients Served by Region

1988/89 and 1989/90

Region	# Of Clients 1988/89	# Of Clients 1989/90
Eastman	2	2
Interlake	4	1
Central	1	1
Westman	6	9
Parklands	0	1
Norman	4	4
Thompson	0	1
Wpg. South	14	23
Wpg. Central	14	15
Wpg. North	7	7
Total	**52**	**64**

Special Rate Service Provision

Special Rate Service Provision allocates resources to support those mentally disabled adults whose needs cannot be adequately met through existing programs and rates.

Resources provided in special rate situations may include, but are not restricted to, residential support, day program support, family support and specialty input.

The objectives of Special Rate Service Provision are:

- to provide short-term (2-12 month) intensive support which will assist mentally disabled individuals to access and benefit from existing services and support systems;
- to provide planned, long-term stable environments for those individuals who will always require enriched service provision;
- to prevent institutionalization of mentally disabled individuals who cannot be accommodated in, or benefit from, available service options and rates; and
- to allow community placement of mentally disabled individuals currently living in institutions whose needs cannot be met by current service options and rates.

Vocational Rehabilitation

The Vocational Rehabilitation Directorate provides programs to assist eligible disabled adults to pursue and secure gainful employment utilizing an array of developmental, prevocational and vocational training as well as education, restorative and support services.

Day Programs

Within the Vocational Rehabilitation Directorate, the Adult Services Branch funds a variety of day services designed to meet the needs of mentally disabled adults. Day Programs constitute an array of services which include developmental, activity and prevocational programs.

The objective of developmental programs is to develop, maintain and maximize an individual's functioning in areas which may include self-care, physical development, emotional growth, socialization, communication, leisure, and, where possible, prevocational skills. Developmental programming is generally provided for mentally disabled adults who are more severely disabled and have significant challenging needs.

Activity programs are designed to preserve existing skills. These programs are ideally suited to senior citizens who are mentally disabled or disabled individuals who are medically fragile. Programs of this nature need to be flexible to permit active participation which in some cases may be at a less intense level of involvement or duration.

The objective of prevocational programs is to develop, maintain and, or maximize, an individual's functioning in areas critical to the development of vocational and social skills. A prevocational program targets movement towards remunerative community placement as an ultimate goal. It is the intent of these programs to ensure that individuals who are capable of progressing to employment are given opportunities to do so.

Day Program Summary

Number of Persons Served by Region
1988/89 and 1989/90

Region	No. of Persons 1988/89	No. of Persons 1989/90
Winnipeg West Central	177	176
Winnipeg South	164	184
Winnipeg North	244	259
Westman	210	218
Parklands	163	157
Eastman	226	230
Central	261	261
Norman	22	22
Interlake	111	115
Thompson	21	21
Total	**1,599**	**1,643**

Day Program Transportation Services

Vocational Rehabilitation also provides transportation services for mentally disabled adults who attend departmentally approved and funded day programs.

Specialized transportation services are purchased from a number of private carriers where distance or the level of disability dictates that this is the safest, most effective and cost efficient service possible. In addition, public transporation should be the option of choice for those individuals who are capable of utilizing it, given opportunities or training to do so.

Transportation services were provided to 1,312 mentally disabled adults in 1989/90. An overview of the number of mentally disabled individuals receiving services, by region, follows.

Day Program Transportation

Persons Served by Region
1988/89 and 1989/90

Region	No. of Persons 1988/89	No. of Persons 1989/90
Winnipeg West Central	152	153
Winnipeg South	159	179
Winnipeg North	231	240
Westman	135	134
Parklands	73	68
Eastman	182	191
Central	222	224
Norman	17	14
Interlake	81	88
Thompson	22	21
Total	**1,274**	**1,312**

Vocational Rehabilitation Services

The Adult Services Branch funds, through the Vocational Rehabilitation Directorate, a comprehensive program for the vocational rehabilitation of disabled persons, including assessment, counselling, training, restorative services, support services, and employment.

Based upon individual Vocational Training Plans, submitted by Vocational Rehabilitation counsellors to the Training Selection Committee, funds are approved to assist disabled individuals to pursue assessment and training or education that will enable them to obtain substantially gainful employment.

The objectives of the program are:

- to provide a period of assessment to determine the consumer's vocational goal, the likelihood of the consumer benefiting from training, and the resources and services necessary to enable the consumer to obtain substantially gainful employment;
- to provide a range of training and educational opportunities which allow for the acquisition of functional vocational skills; and
- to provide a range of restorative services which will allow the consumer to pursue a vocational goal, including job placement.

Vocational Rehabilitation

Total Persons Served (Training)

1988/89 and 1989/90

Disability	1988/89	1989/90
Physically Disabled	294	349
Psychiatrically Disabled	226	284
Mentally Disabled	210	185
Learning Disabled	42	40
Sight Disabled	30	29
Hearing Disabled	90	113
Other	2	1
Total Persons Served	**894**	**1,001**

Vocational Rehabilitation

Services Provided

1988/89 and 1989/90

	1988/89	1989/90
Services Provided	3,534	4,068

The next two tables outline the services provided both by type of service and by disability groups receiving that service. The number of services provided is much larger than the number of people served as any one person may consume a number of different services simultaneously or over a period of time.

Vocational Rehabilitation

Major Services Provided

1988/89 and 1989/90

Type of Service	Number Provided 1988/89	Number Provided 1989/90
Education - University	147	178
Education - Community College	172	213
Education - Special College	25	48
Education - School	112	98
Vocational Training	182	162
Vocational Training - On-the-Job Training	98	99
Transportation	1,053	1,234
Special Services	579	748
Independent Living Accommodation	1,048	1,180
Room and Board	118	108
Total	**3,534**	**4,068**

Vocational Rehabilitation

Number of Services Provided by Disability

1988/89 and 1989/90

Disability	Number Provided 1988/89	Number Provided 1989/90
Physically Disabled	1,201	1,528
Mentally Ill	973	1,119
Mentally Disabled	739	657
Learning Disabled	104	105
Sight Disabled	95	101
Hearing Disabled	418	551
Other	4	7
Total	**3,534**	**4,068**

Within the Adult Services Branch there is provision for grants in support of vocational rehabilitation and other social services delivered by external agencies. Grants to support the general aims and objectives of advocacy organizations are also provided.

Adult Services

External Agency Grants

1989/90

The Brandon Citizen Advocacy Inc.	$ 10,600
Citizen Advocacy Manitoba, Inc.	26,500
Association for Community Living, Manitoba Division	105,200
Independent Interpreter Referral Service, Inc.	144,900
Canadian National Institute for the Blind, Manitoba	1,047,000
Society for Manitobans with Disabilities, Inc.	1,991,800
Employment Preparation Centre	347,900
Canadian Paraplegic Association, Manitoba Division	242,000
Ten Ten Sinclair Housing, Inc.	718,300
Skills Unlimited	395,700
Manitoba Council on Rehabilitation and Work Inc.	75,000
ARM Industries Inc.	368,400
Kiwanis Centre of the Deaf, Inc.	63,000
Independent Living Resource Centre Inc.	63,200
Pelican Lake Training Centre	2,132,125
Indian and Metis Friendship Centres	1,073,150
Main Street Project Inc.	976,400
Community Respite Service Inc.	29,200
Decade of Disabled - Speaker's Forum	5,906
Manitoba Association of Friendship Centres	5,000
Total	**$9,821,281**

Expenditures by Sub-Appropriation

09-3D Adult Services	Actual 1989/90 $	Estimates 1989/90 SY	Estimates 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		22.25	897,000		
- Main Estimate Authority from General Salary Increase XXVI			15,000		
Total Salaries	857,300		912,000	(54,700)	1.
Other Expenditures					
- General Operating	226,900		248,200	(21,300)	1.
- Financial Assistance	24,063,300		24,401,400	(338,100)	2.
- Grants/Transfer Payments	9,821,300		9,835,600	(14,300)	
Total Other Expenditures	34,111,500		34,485,200	(373,700)	

Explanation Number:

1. Underexpenditure attributable to part year vacancies.
2. Underexpenditure attributable to:
   - short-term variations in the utilization rate;
   - actual requirements for respite services by primary caregivers of mentally handicapped adults were lower than projected; and
   - outstanding commitments in vocational training were monitored and appropriately accounted for through an improved tracking system.

   Partially offsetting the underexpenditures were:
   - a 44 space increase in day programs for the mentally disabled effective November 1, 1989;
   - very limited turnover for supplementary special rate requirements of severely disabled clientele; and
   - costly specialized technological aids for disabled individuals training for employment.

General Purpose Grants

In addition to the External Agency Grants funded under 09-3D, the Rehabilitation and Community Living Division provides a number of General Purpose Grants. These are sustaining grants given to nonprofit organizations that support or enhance the social service objectives of the division.

In 1989/90, General Purpose Grants were disbursed to agencies representing the physically disabled, the sight impaired, volunteer service coordination and general social services.

Sustaining Grants

1989/90

Manitoba League of the Physically Handicapped	$45,800
Canadian Council of the Blind	10,000
Canadian Council on Social Development	5,200
Volunteer Centre of Winnipeg	12,800
Old Grace Hospital	16,737
Total Expenditure	**$90,537**

Expenditures by Sub-Appropriation

09-3E General Purpose Grants	Actual 1989/90 $	Estimates 1989/90 SY	Estimates 1989/90 $	Variance Over (Under)	Expl. No.
Other Expenditures					
- Grants/Transfer Payments	90,500		90,500	—	

Child and Family Services

The Child and Family Services Division provides for the coordination of a range of high quality social services to strengthen and support Manitoba families. The primary goal of divisional programs is to support family unity but, where necessary, to provide for the protection and well being of family members when families are unable to fully carry out their responsibilities. When the rights of children and families are in conflict, the Child and Family Services Division ensures the needs of children are met.

The major objectives of this division are:

- to provide central program management for child and family service programs;
- to provide administrative, program and funding support for child protection and family support services delivered by child and family service agencies, regional offices and other specialized service agencies;
- to provide short-term care and shelter for youth requiring a secure setting;
- to provide program direction for the Family Conciliation Services of the Family Division of the Court of Queen's Bench and coordinate the Family Violence Program for the province; and
- to provide program direction for services provided to children with mental and physical handicaps and their families.

The programs and services administered by the division are coordinated through four branches: Administration, Child and Family Support, Children's Special Services and Family Dispute Services. Responsibility for the Child Day Care Program has moved to the Day Care, Youth and Employment Support Division and can be found on page 74.

Administration

The staff of the division's Administration Branch provide direct management support and technical expertise to the program branches within the division. The major activities undertaken by the branch during the year include:

- coordination of the 1989/90 Estimates process for the division;
- coordination of Manitoba's participation in the national Symposium on Families held in Regina during July, 1989, involving over 25 government and nongovernment representatives from across the province;
- development of a planning process and contractual prototype for the introduction of service contracts for child and family service agencies; and
- coordination and implementation of two major projects involving outside consultants for the development of a child abuse risk assessment tool for child and family service agencies and an external management review of a large multiservice agency.

Expenditures by Sub-Appropriation

09-4A Divisional Administration	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries	188,700	5	198,900	(10,200)	
Other Expenditures	16,600		23,000	(6,400)	
Total Expenditures	205,300		221,900	(16,600)	

Child and Family Support

The Child and Family Support Branch has program responsibility for the administration of *The Child and Family Services Act*. Services under the *Act* include support to community groups, assistance to families, child protection and child placement. The branch is also responsible for the operation of the Seven Oaks Centre, a secure child protection facility.

Services are provided under the *Act* primarily by external child and family service agencies and service organizations. There are currently 20 mandated agencies with authority to protect children. These include nine private agencies, five Native agencies, five rural and northern regional offices of the department and Churchill District Health Centre which is mandated to provide services with the exception of adoption.

In 1989/90, approximately 80 departmental staff, 48 institutional (Seven Oaks) staff and more than 1,200 private agency staff served about 8,587 families with 4,167 children in care and 18,430 children supervised in their own homes throughout Manitoba. Services were also provided to over 700 unmarried adolescent parents.

The *Act* also provides for the licensing and funding of placement resources for children, including foster homes, group homes and treatment centres. Foster homes are approved by the mandated agencies. Group homes and treatment centres are licensed by the department's Residential Care Licensing Branch and are funded through Child and Family Support.

In addition, provincial support is provided to other services that promote the strengthening of families. These services include preventative services and services to minor and single parents, especially those under 18 years of age who need help in planning for their children. The majority of services and programs funded by the Child and Family Support Branch are cost-shared under the Canada Assistance Plan.

Child and Family Support operates as a central directorate and supports a range of activities in four major funding areas. They are:

- branch operations and services;
- maintenance of children;
- external agencies; and
- Seven Oaks Centre.

Regional offices of the department that provide services are funded through the Rehabilitation and Community Living Division.

Child and Family Support is responsible for administering *The Child and Family Services Act* to ensure:

- a comprehensive continuum of child and family services throughout the province designed to support, supplement and, where necessary, substitute for parental care and supervision; and
- the delivery of high quality services in accordance with provincial statutory requirements, policy direction and budgetary allocations.

Branch Operations and Services

In 1989/90, the Child and Family Support Branch was involved in supporting a continuum of services through ongoing activities including:

- strategic and program planning for services in the child and family services system;
- policy development, legislative review, preparing legislative changes and regulations, and planning the implementation of new policies and legislation in the child and family services system;
- program and administrative support to agencies and other service organizations;
- coordinating and providing direct services including the interjurisdictional desk, the provincial adoption registry, post-adoption services and the provincial child abuse registry;
- establishing standards of service delivery and reviewing agency services in relation to these service standards;
- promoting high quality services delivered by agencies and others through research and evaluation;
- developing budgets, funding mechanisms and contractual relationships, funding child and family services, reviewing financial requirements and expenditures and maintaining accountability for public funds;
- ensuring appropriate and effective use of Seven Oaks Centre through established admission criteria and the Secure Admissions Panel; and
- reviewing complaints against agencies and service organizations to ensure compliance to the legislation and standards.

Planning

Branch planning activities in 1989/90 reflected government priorities involving strategic service planning, tripartite discussions with Indian groups and the federal government, reviews of child deaths by the Chief Medical Examiner and a comprehensive approach to dealing with child abuse. Branch activities resulted or assisted in:

- the establishment of quarterly joint consultation meetings with agency executive directors and senior departmental staff;

- resumption of tripartite discussions;
- drafting of amendments to *The Fatal Inquiries Act* empowering the Chief Medical Examiner to review cases involving the death of a child in care or known to an agency; and
- the development of a proposed three-year plan aimed at a comprehensive, interdepartmental approach to the treatment of victims of child abuse, their families and the offenders.

Policy and Legislation

Child and Family Support participated in a major legislative and policy initiative related to child protection and abuse issues. Existing policy and provisions on the identification, reporting and investigation of children in need of protection were found to be inadequate. The Departments of Education and Training and Family Services collaborated in reviewing the issues and providing a report with recommendations on legislative and policy change. In the spring of 1989, the two departments facilitated a major consultation with representatives from the school system, the child and family services system, agency legal counsel and others leading to the passing of Bill 30 by all-party agreement in June, 1989.

Branch activities related to legislative and policy development resulted in three major outcomes:

- amendments to child protection legislation to ensure children in need of protection are identified and reported and appropriate action is taken;
- the development and distribution of new interdepartmental guidelines on identifying and reporting children in need of protection; and
- amendments to prescribed adoption forms consistent with Court of Queen's Bench rules.

Program and Administrative Support

In 1989/90, major emphasis continued on providing support to agencies and other service organizations through ongoing activities such as consultation, meetings, workshops, records management and forms distribution. Significant achievements resulting from these activities included:

- the drafting of uniform definitions of services to support children remaining in their own homes;
- participation on the Steering Committee on Remote and Distant Social Work Education;
- collaboration with an agency, the police and the school system to establish a one year project (the Youth Victims Project) to protect and assist female girls who are victimized by identified groups of male offenders;
- training events including three orientation workshops for beginning staff and skill development workshops related to medical and child development issues in child abuse, chemical dependency, family violence, youth and suicide, satanic cults and ritual abuse, involving over 300 participants from agencies, regional offices and other service organizations;
- microfilming and archiving of 10,000 absolute adoption records of the former Children's Aid Society of Winnipeg; and
- initial planning for the permanent storage or archiving of some 70,000 case records and 195,000 cards from the former Children's Aid Society of Winnipeg dating back to 1892.

Quality Assurance and Program Evaluation

Ongoing activities in this area included the development of standards, service audits and reviews, permanency planning reviews and program evaluation. Significant developments in 1989/90 included:

- ongoing development of an automated permanency planning tracking system through the entering of more than 1,400 permanent wards on the registry;
- enhanced capability to ensure that permanency planning is occurring for all permanent wards in accordance with legislation and standards; and
- completion of a descriptive study of the effects on a multidisciplinary project to study service needs and issues regarding homeless children.

Budgeting and Funding

As part of an overall concern by government for improved financial management and increased accountability, the branch was involved in significant developments relating to the funding of external agencies and services:

- assisting in the development of a service contract approach to funding and entering into a service and funding agreement with several agencies to test the prototype;
- consultation with agencies, service providers and the Manitoba Foster Family Association leading to the development of a draft structured care continuum designed to rationalize rates based on defined levels of care; and
- development of a workload measurement prototype to be tested as a program management tool in budget estimating and resource allocation.

Branch Services

Child and Family Support has responsibility for coordinating or providing certain services including interprovincial child protection alerts on transient families and repatriations of runaway children, the child abuse registry, the central adoption registry, post-adoption services, the provincial child-in-care registry and record access services. Significant results achieved in 1989/90 include:

- the opening of 553 new files through the interjurisdictional desk that handles child protection alerts and repatriations — 9 with the United States, 12 with other countries, and repatriation of 137 runaways out of Manitoba and 30 back to Manitoba;
- the placement of 116 children through the central adoption registry and the registration of approximately 125 adoption applicants;
- an increase in the number of registrations with the post-adoption registry and reunions facilitated on behalf of registrants with 521 adult adoptees, 335 biological parents, 27 adoptive parents and 100 adult birth siblings registered for a total of 4,764 registrations since 1981, and 176 reunions for a total of 435 since 1981; and
- expansion of post-adoption services to address both a backlog of requests and current requests by adult adoptees for searches of birth parents and siblings.

Resource Management

This area of responsibility involves approval, funding and management of placement resources including Seven Oaks Centre. Major developments in 1989/90 were:

- the establishment of the Secure Admissions and Placement Panel with broad user and provider representation to screen referrals to designated residential facilities, review admissions to Seven Oaks Centre and review requests for special funding;
- downsizing of Seven Oaks Centre to 32 beds and the implementation of clear admissions criteria to admit only those children who present an immediate danger to themselves or others or who otherwise demonstrate an inability to stay in a less secure setting; and
- assistance in the establishment of two four-bed programs, one for girls at risk of having to leave the province to receive services and one for an identified group of boys at Seven Oaks Centre who required a program not available at the time.

Complaint Reviews

The Director of Child and Family Services is required by statute to receive and hear complaints from any person affected by the administrative actions of an agency. Complainants may call directly or may be referred through the Minister of Family Services, the Ombudsman of Manitoba or other sources. The focus of complaint reviews is to ensure agencies or service providers are providing services in accordance with legislation and standards. Care is taken not to preempt the role of the courts.

Maintenance of Children

Funding appropriated for the maintenance of children is directed at services to support children in their own homes, foster care, special rate care and nongovernment residential care. This sub-appropriation is the largest component of funding in the branch, involving well over half the Child and Family Support budget. Expenditures for maintenance of children in 1989/90 were $45,919,600, an increase of 16.7 percent over the $39,331,900 expended in 1988/89. This increase was due largely to increases in foster and special rate care costs.

Family Support Services

This component was used primarily for the funding of services to maintain children in their homes. It was also used to support children with exceptional needs in foster home and residential placements. Funds expended in Family Support Services were intended to reduce the need for the placement of children out of their own homes.

Residential Care

This category of funding involves the placement of children by agencies into group homes and child care institutions. These are nongovernment facilities, the majority of which are operated by nonprofit organizations. Funding is on a fee-for-service based primarily on a facility's level-of-care designation. Activities in this area in 1989/90 resulted in:

- the funding of 103,830 residential care days; and
- the establishment of the Secure Admissions and Placement Panel to ensure appropriate and effective use of high cost Level IV group homes and institutions.

Foster Care and Special Rate Care

Money from this appropriation was used for the purchase of regular and special foster care placements, independent living, emergency foster homes and other nonresidential placement resources for children. The foster care program recognizes a continuum of care from regular rate foster care for those children who can readily adapt to family routine to special rate foster care for emotionally disturbed children and for developmentally and physically handicapped children.

As established by the Memorandum of Understanding between the province and the Manitoba Foster Family Association, Inc. of August, 1988, the per diem basic

maintenance for 1989/90 was increased to $13.53 for children from birth to 10 years of age and $18.74 for those between the ages of 11 and 17.

In 1989/90, funding was provided in support of 772,092 foster care days. Activities in this area in 1989/90 resulted in:

- an increase in the basic rate paid to foster parents consistent with the August, 1988 Memorandum of Understanding between Manitoba and the Manitoba Foster Family Association;
- a major review of the foster care system leading to the proposal of a structured care continuum with rates based on level of care needed by a child; and
- assistance to agencies in their use of special rate grants.

External Agencies

Child and Family Support coordinated funding to 15 mandated Child and Family Services Agencies, including five Native agencies. In five regions where there are no mandated external agencies, regional offices of the department are responsible for delivering child and family services. These agencies provide a range of preventative, supportive, protective and therapeutic services in accordance with the provisions of *The Child and Family Services Act*. The branch also coordinated the funding of a number of nonmandated agencies which serve those families and children who are at risk of requiring mandated services. Regional offices of the department providing child and family services are funded separately through the Rehabilitation and Community Living Division.

Mandated External Agencies

The ten mandated external agencies funded by the department are:

- Northwest Child and Family Services Agency;
- Northeast Winnipeg Family and Child Extended Social Services;
- Child and Family Services of Winnipeg West;
- Child and Family Services of Central Winnipeg;
- Winnipeg South Child and Family Services;
- Child and Family Services of Central Manitoba;
- Child and Family Services of Eastern Manitoba;
- Child and Family Services of Western Manitoba;
- Jewish Child and Family Services; and
- Churchill District Health Centre.

These agencies received administration and service grants to cover costs related to the delivery of services to families and the placement and supervision of children. They also received community outreach grants to support projects and activities which are preventative and developmental in nature and respond to community needs. These activities include resource centres, volunteer activities and educational projects aimed at supporting families. These agencies received a total of $19,395,700 for service and administration costs and $503,900 for community outreach services.

Significant developments in 1989/90 included:

- an increase in the demand for both voluntary family and child protection services; and
- an increase in funding levels for service and administration costs relating to mandated child and family services agencies of 8.9 percent from $18,275,400 in 1988/89 to $19,899,600 in 1989/90.

Native Agencies

There are currently five mandated Native agencies in Manitoba funded primarily by the federal government. These agencies are:

- Dakota Ojibway Child and Family Services;
- Southeast Child and Family Services;
- Anishinaabe Child and Family Services;
- West Region Child and Family Services; and
- Awasis Child and Family Services.

These agencies also received provincial grants totalling $1,413,500 for off-reserve services and $2,162,100 for supervision fees for children in their care who are a provincial responsibility. This included funds to Ma Mawi-Wi-Chi-Itata Centre, the Native Women's Transition Centre and the Manitoba Metis Federation for voluntary family services, women's crisis services and services to Metis communities in rural and northern Manitoba.

Significant developments during 1989/90 include:

- plans for decentralization of the Awasis Agency of Northern Manitoba into four separate agencies, including discussion with Swampy Cree Tribal Council to establish a mandated Native agency in The Pas; and
- discussions with the Manitoba Metis Federation regarding the development of their own Native service agency.

Children's Care Treatment Centres

The province continued to provide service and administration grants totalling $2,896,700 to four external child care institutions to support operating costs associated with the provision of residential and other supportive services to children in these facilities and in the community. These institutions and designated group homes provide residential care to those children needing the most intensive care.

Other External Agencies

The province continued to fund a number of other agencies and services including the Health Sciences Centre, Child Protection Centre, Rossbrook House, Manitoba Foster Family Association, Pregnancy Distress Service, maternity homes and volunteer service organizations such as Big Brothers and Big Sisters. These grants totalled $1,730,700 and included funding for better diagnostic/assessment services for 1,000 children along with support for expanded consultation and training granted to Health Sciences Centre - Child Protection Centre.

Child Sexual Abuse Treatment

Funds totalling $1,255,000 were allocated in 1989/90 for the establishment of a major child abuse treatment initiative involving the funding of five organizations including:

- a program to treat male adolescent child abuse offenders and victims;
- the Feeling Yes/Feeling No program in rural Manitoba through the Community Legal Education Association;
- a comprehensive child abuse treatment program operated by a mandated agency and child care institution; and
- the University of Manitoba's Psychological Service Centre's Child Abuse Treatment Services Community Resource Clinic for graduate students in social work and psychology who will provide counselling to families.

Child and Family Services

Provincial Caseload[1] by Regional Office and Category

March 31, 1990

Case Category	Eastman	Interlake	Norman	Parklands	Thompson	STOR[2]	Total
Unmarried Mother	5	9	—	21	59	3	97
Children Under Direct Supervision	60	103	111	136	201	7	618
Protection (Families)	196	216	190	264	334	—	1,200
Adoption Applications	18	56	47	63	41	—	225
Total	**279**	**384**	**348**	**484**	**635**	**10**	**2,140**

[1] *Excludes services provided by mandated Child and Family Services Agencies and Native Child and Family Services Agencies. Child and family services are provided by mandated agencies in Central and Western regions.*

[2] *Services to other regions.*

Child and Family Services

Adoption Services

1988/89 and 1989/90

	1988/89	1989/90
Selected Manitoba Placements[1]	94	116
Selected Out of Province Placements	0	5
Total Selected Adoptions	**94**	**121**
Private Placements Opened in 1989/90	—[4]	42
De Facto[3] Placements Opened in 1989/90[2]	—[4]	38

[1] *Selected Adoption — A child is placed for adoption with approved applicants by the director or agency having permanent guardianship of the child.*

[2] *Private Adoption - A child may be adopted by persons with whom he/she has been placed with directly by the biological parent.*

[3] *De Facto - A child may be adopted by persons who have had him/her in their custody without financial assistance for at least three years.*

[4] *Statistics not available for 1988/89.*

Child and Family Services (CFS)

Report on Alleged Physically and Sexually Abused Children in Manitoba by Source, Age and Sex of Child, Description of Trauma and Alleged Abuser, Abuser's Sex and Age, Disposition of Children and Alleged Abuser

1988/89 and 1989/90

Source[1]	1988/89[2]	1989/90[2]
Agencies		
CFS of Central Manitoba	108	175
CFS of Eastern Manitoba[3]	125	180
CFS of Western Manitoba	88	76
CFS of Central Winnipeg	242	201
Northeast Winnipeg FACESS	428	387
Northwest CFS Agency	172	179
Winnipeg South CFS	62	180
CFS of Winnipeg West	217	167
Churchill Health Centre	6	15
Dakota Ojibway CFS[3,14]	—	54
Southeast CFS	55	42
West Region CFS	50	71
Anishinaabe CFS[4]	94	46
Awasis Agency[15]	—	182
Jewish CFS	4	29
Total	**1,651**	**1,984**
Regional Offices		
Eastman	18	41
Interlake	116	166
Norman	61	117
Parklands[3]	36	71
Thompson	82	105
Total	**313**	**500**
Grand Total	**1,964**	**2,484**
Age of child		
Under 1 year	37	38
1-3 years	274	238
4-10 years	766	942
11-15 years	614	726
16 and over	179	235
Total	**1,870**	**2,179**
Sex of child		
Male	622	706
Female	1,248	1,473
Total	**1,870**	**2,179**

Child and Family Services

Report On Alleged Physically and Sexually Abused Children In Manitoba By Source, Age and Sex Of Child, Description Of Trauma and Alleged Abuser, Abuser's Sex and Age, Disposition Of Children and Alleged Abuser

1988/89 and 1989/90 (continued)

Source[1]	1988/89	1989/90
Trauma[5]		
Death	1	—
Physical Abuse	0	895
- Fractures	24	—
- Burns	44	—
- Bruises and Welts	462	—
Sexual Abuse	1,102	1,277
Other[6]	265	123
Total	**1,898**	**2,295**
Alleged Abuser (cases)[7]		
Father	497	595
Mother	223	285
Both Parents	58	56
Commonlaw Spouse	109	141
Unknown	171	223
Other - "Position of Trust"[8]	751	488
Foster Parent	33	47
Third Party Assault[9]	—	348
Total	**1,842**	**2,183**
Sex of Abusers[7]		
Male	1,400	1,639
Female	349	439
Unknown	151	161
Total	**1,900**	**2,239**
Age of Abusers[7],[10]		
0-13	108	12
14-20	189	48
21-30	311	88
31-50	522	132
51-81	109	24
Unknown	661	206
Total	**1,900**	**510**
Age of Abusers[11]		
0-11	—	40
12-17	—	222
18-30	—	327
31-45	—	527
46-60	—	119
61-Over	—	32
Unknown	—	462
Total	**—**	**1,729**
Grand Total	**1,900**	**2,239**

Child and Family Services

Report On Alleged Physically and Sexually Abused Children In Manitoba By Source, Age and Sex Of Child, Description Of Trauma and Alleged Abuser, Abuser's Sex and Age, Disposition Of Children and Alleged Abuser

1988/89 and 1989/90 (continued)

Source[1]	1988/89	1989/90
Disposition of Children		
Voluntary Placement Agreement	88	149
Under Apprehension[12]	118	
Temporary Guardianship	191	176
Permanent Guardianship	26	77
Investigation Only[7]	957	799
Further Investigation Pending[8]	147	122
Child's Home Under Agency Supervision	401	378
Status of Child Remains Unchanged[12]	—	276
Deceased	1	—
Other[13]	59	84
Total	**1,870**	**2,179**
Disposition of Abuser		
Receiving Therapy from Agency	230	370
Criminal Court Cases	259	369
Investigation Only[16]	1,076	1,215
Further Investigation Pending[17]	335	354
Total	**1,900**	**2,308**

Footnotes

1 *"Source" designates the child and family services agency reporting the abuse incident.*
2 *At the direction of the provincial auditor, child abuse statistics are now reported on a fiscal year, rather than a calendar year.*
3 *Complete statistics for 1989/90 Annual Report not available at time of printing.*
4 *Anishinaabe Child and Family Services Incorporated provided total figures only for 1988/89, without the related breakdown.*
5 *"Trauma" category was amended in 1989/90 reports. Categories included Death, Physical Abuse, Sexual Abuse, and Other. In some instances there was more than one trauma per case.*
6 *"Other" under "Trauma" may include cruel disciplining, failure to thrive, severe beating and lacerations.*
7 *In some instances, there was more than one abuser per case.*
8 *"Other" in "Alleged Abuser" category means a person who was in a "Position of Trust" with the child.*
9 *"Third Party Assault" category was added in 1989/90 reports.*
10 *Awasis Agency of Northern Manitoba, Child and Family Services of Central Winnipeg and Thompson Region reported the age of abuser using previous age distribution criteria.*
11 *All other agencies that submitted statistics reported under the 1989/90 age distribution criteria.*
12 *"Under Apprehension" and "Status of the Child Remains Unchanged" were added in 1989/90 reports.*
13 *Prior to this year's Annual Report, "Other" under "Disposition of Children" may mean the child was under apprehension or the child was already a permanent ward in placement.*
14 *Dakota Ojibway Child and Family Services reported child abuse statistics between January, 1989 and December, 1989.*
15 *Awasis Agency of Northern Manitoba reported child abuse statistics between December, 1988 and November, 1989.*
16 *"Investigation Only" denotes instances where no further criminal action was taken following the investigation by agency and/or police (e.g., due to inconclusive evidence).*
17 *"Further Investigation Pending" means the case has not been concluded at the time statistics were reported.*

Child and Family Services (CFS)

Child Maintenance Days Care

1989/90

Agency/Region	Foster & Special Rate Care			Residential Care Days Care	Seven Oaks Days Care	Total Days Care
	Regular Rate Days Care	Special Rate Days Care	Total Days Care			
CFS Agencies						
Northwest CFS Agency	70,886	81,471	152,357	19,780	3,847	175,984
Northeast Winnipeg FACESS	25,554	41,355	66,909	13,307	864	81,080
CFS of Winnipeg West	8,333	30,113	38,446	10,924	1,011	50,381
CFS of Central Winnipeg	62,133	81,291	143,424	16,069	2,982	162,475
Winnipeg South CFS	15,511	51,007	66,518	4,858	919	72,295
CFS of Central Manitoba	9,327	19,806	29,133	1,980	269	31,382
CFS of Eastern Manitoba	19,731	61,806	81,537	4,590	1,702	87,829
CFS of Western Manitoba	17,809	29,473	47,282	9,023	4	56,309
Jewish CFS	404	648	1,052	2,176		3,228
Churchill Health Centre	864	395	1,259	2,151	62	3,472
Subtotal	**230,552**	**397,365**	**627,917**	**84,858**	**11,660**	**724,435**
Native Agencies						
Dakota Ojibway CFS	8,734	7,908	16,642	995	294	17,931
West Region CFS	12,749	5,411	18,160	34	521	18,715
Southeast CFS	10,685	1,845	12,530		71	12,601
Anishinaabe CFS	64,120	7,949	72,069	258	125	72,452
Awasis Agency	22,688	4,614	27,302		859	28,161
Subtotal	**118,976**	**27,727**	**146,703**	**1,287**	**1,870**	**149,860**
Regions						
Winnipeg	364	1,670	2,034	254		2,288
Eastman	11,034	3,932	14,966	607	100	15,673
Interlake	13,713	8,822	22,535	3,355	328	26,218
Parklands	22,695	13,411	36,106	2,224	272	38,602
Norman	15,210	11,150	26,360	2,207	27	28,594
Thompson	26,319	21,745	48,064	8,564	685	57,313
Subtotal	**89,335**	**60,730**	**150,065**	**17,211**	**1,412**	**168,688**
Total	**438,863**	**485,822**	**924,685**	**103,356**	**14,942**	**1,042,983**

Child and Family Services (CFS)
Child and Family Support

Number of Children by Present Status Who Have Been Placed[1] by Reporting Agency

as at March 31, 1990 (and totals for 1988 and 1989)

Regions/Agencies	Wards	VPA[2]	Other	Total at Mar. 31/90	Total at Mar. 31/89	Total at Dec. 31/88
Eastman	33	24	3	60	53	55
Interlake	45	56	2	103	100	86
Parklands	104	32	—	136	120	125
Norman	73	30	8	111	97	84
Thompson and Churchill	204	19	—	223	171	128[3]
STOR[6]	6	1	—	7	8	10
Total Regional Offices	**465**	**162**	**13**	**640**	**549**	**488**
CFS of Central Winnipeg	463	137	—	600	570	552
Northeast Winnipeg FACESS	161	158	3	322	250	261
Northwest CFS[4]	464	143	—	607	522	550
Winnipeg South CFS[4]	127	106	—	233	238	242
CFS of Winnipeg West	97	87	—	184	157	153
CFS of Eastern Manitoba	196	115	1	312	298	303
CFS of Central Manitoba	92	36	—	128	115	111
CFS of Western Manitoba	192	34	—	226	231	203
Jewish CFS	1	7	4	12	10	10
Total CFS Agencies	**1,793**	**823**	**8**	**2,624**	**2,391**	**2,385**
Dakota Ojibway CFS	235	51	4	290	258	244
West Region CFS	136	53	8	197	179	149
Anishinaabe CFS[5]	—	—	—	—	—	—
Southeast CFS[5]	—	—	—	—	—	153
Awasis Agency	296	120	—	416	382	384
Total Native Agencies	**667**	**224**	**12**	**903**	**819**	**930**
Total	**2,925**	**1,209**	**33**	**4,167**	**3,759**	**3,803**

1 "Placed" refers to those placements other than the home of the child's parents or persons in whose care the child has been at the time of agency/regional office placement.
2 VPA Voluntary Placement Agreement
3 Statistics for Churchill not available for date indicated.
4 Statistics for Northwest Child and Family Services Agency and Winnipeg South Child and Family Services as of December 31, 1989.
5 Statistics for Anishinaabe Child and Family Services Inc. and Southeast Child and Family Services not available at time of printing.
6 Services to other regions.

Child and Family Services
Child and Family Support

Number of Children by Placement Placed by Reporting Agency

(as of March 31, 1990)

Placement of Children in Care as of March 31, 1990	Regions						Child and Family Services Agencies									Native Agencies					Total
	Eastman	Interlake	Norman	Parklands	Thompson and Churchill	STOR[1]	CFS Central Mb	CFS Eastern Mb	CFS Western Mb	Jewish CFS	Wpg. Central CFS	Wpg. North East CFS	Wpg. North West CFS[2]	Wpg. South CFS[2]	Wpg. West CFS	Anishinaabe CFS[3]	Dakota Ojibway CFS	South East CFS[3]	West Region CFS	Awasis Agency	
Regular Rate Foster Home	29	46	42	60	83	1	36	65	59	2	281	81	262	37	28	—	203	—	97	298	1,710
Special Rate Foster Home	8	16	25	37	19	4	37	136	80	—	74	57	93	49	51	—	53	—	36	23	798
Support Home	—	—	9	—	10	—	—	—	—	—	—	1	23	18	—	—	—	—	—	—	61
Private Group Home	—	1	3	7	10	1	1	—	—	—	24	23	25	5	21	—	—	—	11	22	154
Own Agency Group Home	—	—	—	—	—	—	—	—	21	9	—	—	20	32	—	—	8	—	6	—	96
Own Agency Receiving Home	—	—	—	—	13	—	—	—	—	—	24	13	7	—	7	—	—	—	—	—	64
Emergency/Shelter Facility	—	4	1	—	18	—	—	—	—	—	9	3	—	5	—	—	11	—	8	1	60
Other Facilities	2	4	—	4	18	—	6	32	9	1	70	57	33	37	19	—	8	—	22	2	324
Maternity Homes	1	—	—	1	1	—	—	—	—	—	2	5	3	4	5	—	—	—	1	8	31
Private Institutions in Manitoba	1	4	13	3	15	—	8	—	2	—	20	12	26	6	17	—	3	—	3	6	139
Private Institutions Outside Manitoba	—	—	—	—	—	—	—	—	—	—	—	—	1	—	—	—	1	—	—	—	2
Total Pay Care	**41**	**75**	**93**	**112**	**187**	**6**	**88**	**233**	**171**	**12**	**504**	**252**	**493**	**193**	**148**	**—**	**287**	**—**	**184**	**360**	**3,439**
Selected Adoption Probation	2	3	—	3	1	—	23	18	12	—	27	6	29	14	12	—	—	—	—	5	155
Non Pay Care Institutions	1	8	2	2	7	1	6	23	9	—	34	27	19	9	6	—	3	—	5	16	178
Other Non Pay Care Facilities	16	17	16	19	28	—	11	38	34	—	35	37	66	17	18	—	—	—	8	35	395
Total Nonpay Care	**19**	**28**	**18**	**24**	**36**	**1**	**40**	**79**	**55**	**—**	**96**	**70**	**114**	**40**	**36**	**—**	**3**	**—**	**13**	**56**	**728**
Total Pay & Nonpay Care	**60**	**103**	**111**	**136**	**223**	**7**	**128**	**312**	**226**	**12**	**600**	**322**	**607**	**233**	**184**	**—**	**290**	**—**	**197**	**416**	**4,167**
Adoption																					
Agency wards placed for adoption during 1989/90	—	2	—	1	2	1	2	11	9	—	21	13	21	12	12	—	—	—	—	7	114

[1]*STOR - Services to Other Regions*
[2]*Statistics for Northwest Child and Family Services Agency and Winnipeg South Child and Family Services as of December 31, 1989.*
[3]*Statistics for Anishinaabe Child and Family Services Inc. and Southeast Child and Family Services not available at time of printing.*

Expenditures by Sub-Appropriation

09-4B Child and Family Support	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries	1,954,900	54	1,936,000	18,900	
Other Expenditures	812,500		909,800	(97,300)	
Maintenance of Children	45,919,600		46,231,300	(311,700)	
External Agencies	28,304,100		27,922,500	381,600	
Total Expenditures	76,991,100		76,999,600	(8,500)	

Seven Oaks Centre

Seven Oaks Centre is a provincial facility designated as a place of safety under *The Child and Family Services Act*. The facility provides temporary emergency shelter and protection for children who:

- present an immediate danger to themselves or others; and/or
- demonstrate an inability to stay in a less secure setting.

The Centre provides crisis counselling in a supportive, positive environment for children in care. A strong, cooperative working relationship exists between Seven Oaks Centre, the Child and Family Services Agencies and the placement resources in the province in an effort to develop plans based on the best interests of the child.

In 1989/90, the Centre was downsized to 32 beds for only those children considered to require a locked setting for their protection.

Expenditures by Sub-Appropriation

09-4C Seven Oaks Centre	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries	2,197,200	47	1,516,800	680,400	1.
Other Expenditures	281,400		290,100	(8,700)	
Total Expenditures	2,478,600		1,806,900	671,700	

Explanation Number:

1. Overexpenditure primarily due to additional term staffing and overtime costs required to manage the population of the Centre and provide for adequate sick leaves, statutory holidays, etc. The population of the Centre averaged in excess of 40 for most of 1989/90 and was as high as 48 at times. Downsizing to 32 was not fully achieved until April, 1990 and any savings as a result of this will not be realized until 1990/91. In addition, the Centre has had to carry the cost of two staff on long-term disability, as well as the replacement cost of these two positions.

Family Dispute Services

Family Dispute Services was created in 1985. The objective of the branch is to provide services that meet the needs of families who are caught in a cycle of domestic violence or who are in conflict from marital breakdown which adversely affects the children. The branch has four major areas of service. They are Wife Abuse, Women's Advocacy Program, Women's Resource Centres and Family Conciliation.

Wife Abuse Program

The purpose of the Wife Abuse Program is to support the development and maintenance of services to aid women who are victims of violence through the provision of funding and consultation to community-based crisis and support services for abused women. The branch also develops and monitors program policies and is engaged in the preliminary development of service standards for shelters and services.

The funding for community-based wife abuse services is provided by grants from Family Dispute Services and per diem funding for residential bednights paid by Income Security. Grants are in support of administration, short-term crisis services, counselling and/or public education. Other grants paid to specific agencies are in support of fee waiver bednights, crisis line operations or particular second stage housing services which support women and children in reestablishing their lives independent of their abusers. Other specialized counselling and treatment programs for victims and abusers also receive grants.

In total, Family Dispute Services funded 23 wife abuse organizations throughout the province in the 1989/90 fiscal year. These organizations provided 27,077 bednights of crisis accommodation for 1,932 women and 2,801 children. Crisis lines received 43,015 calls. For second stage housing, longer term accommodation was provided for 38 women and 86 children for a total of 8,699 bednights.

The report of Manitoba's Women's Initiative, released in March, 1989, offered many recommendations to assist in rationalizing and financially stabilizing wife abuse shelters and other services. Much of the work of the Family Dispute Services Branch in 1989/90 involved the implementation of specific priority recommendations of this report. Major accomplishments for the 1989/90 fiscal year include:

- implementation of a classification and funding system for shelters based on bed numbers;
- opening of Ikwe-Widdjiitiwin, the first shelter for abused Native women in Winnipeg;
- new facilities for Osborne House;
- improved funding format for the provincial crisis line, a provincial toll-free service operated by Ikwe-Widdjiitiwin and a Winnipeg service operated by Osborne House;
- a 47 percent funding increase to shelters and other services for abused women; and
- a major media campaign to create awareness that wife abuse is a criminal offence and not simply a family matter.

Women's Advocacy Program

The major focus of the Women's Advocacy Program is the provision of legal information and emotional support to women whose spouses have been charged with assault in Winnipeg. Program staff contact women by letter in situations where charges have been laid. Further contact with the assault victim is voluntary. Other women are referred to the service by the justice system when they are having difficulty understanding and participating in the legal process. The program also provides extensive training on wife abuse issues to law enforcement officers and other professionals.

For the 1989/90 fiscal year, the Women's Advocacy Program contacted 890 victims and conducted 17 training events.

During the 1989/90 fiscal year, extensive evaluation of the Women's Advocacy Program was undertaken. It is anticipated that the priority recommendations of the evaluation will be implemented in 1990/91.

Women's Resource Centres

For the fiscal year 1989/90, Family Dispute Services continued to fund the Fort Garry Women's Resource Centre Incorporated, the North End Women's Centre Incorporated and the Northern Women's Resource Service Incorporated. The resource centres have been established to provide information, programs, services and training to assist women in making informed choices in their lives. Resource centres have also undertaken community development activities to assist women in the achievement of social, economic and/or legal reforms.

Also in this year, a new resource centre, Pluri-elles (Manitoba) Incorporated, serving Francophone women, was funded by the branch.

In line with the recommendations of the Women's Initiative, significant financial increases were provided to develop and stabilize funding to women's resource centres.

Resource centres served approximately 11,586 women during the 1989/90 fiscal year.

Number of Abused Women and Their Children Accommodated in Wife Abuse Shelters

Year	1987/88	1988/89	1989/90
Women	1,540	1,582	1,932
Children	2,571	2,230	2,801
Bednights	17,625	19,976	27,077

History of Funding to External Agencies by Type of Service ($000)

Category	1985/86 Actuals	1986/87 Actuals	1987/88 Actuals	1988/89 Actuals	1989/90 Actuals
Shelters (and Satellites)	$340.6	$339.5	$455.7	$757.4	$1,003.7
Fee Waiver Grants	16.0	40.7	44.0	52.9	33.4
Urban Program Support	251.5	434.5	519.5	638.0	586.8
Crisis Lines	—	—	—	77.4	365.4
Second Stage/Transition Housing	15.0	40.0	52.6	98.3	128.0
Crisis Offices	40.0	31.7	37.5	38.7	53.5
Committees	42.4	14.5	15.7	16.3	16.9
Women's Resource Centres	44.5	120.8	207.0	239.6	456.2
Total	**$750.0**	**$1,021.7**	**$1,332.0**	**$1,918.6**	**$2,643.9**

Family Conciliation

Family Conciliation is the social service component of the Court of Queen's Bench, Family Division. In 1984/85, the Unified Family Court became officially established in Manitoba. Family Conciliation was established from the previous service known as Marriage Conciliation. The service known as mediation was begun at this time.

The goal of Family Conciliation is to provide dispute resolution services to separating and divorced families (with children) concerning parenting issues. Guardianship matters are also included in the service. The services are focused on protecting the best interests of children within their family systems.

Family Conciliation is administered through offices in Winnipeg, Brandon, Flin Flon, The Pas and Thompson. During 1989/90, Family Conciliation accompanied the expansion of the Unified Family Court throughout Manitoba.

A total of eight additional staff were added to the existing service. At the end of the fiscal year, six of these positions were transferred to Regional Operations. The director in Winnipeg provides training, consultation and leadership in the development of the regional services.

In 1989, there were 3,484 divorces in Manitoba. Family Conciliation Winnipeg served 64 percent of the divorcing population; Brandon served 30 percent. Both figures reflect a successful service delivery; it is generally estimated that 15-25 percent of the divorcing population will experience child-related conflict.

The objectives of Family Conciliation are achieved through the activities that follow.

- Court Ordered Assessment Reports provide comprehensive family assessments, opinion and recommendations to the Court concerning the best interests of children in custody, access and guardi-

anship matters. During this fiscal year, a major accomplishment was reduction in the number of orders for assessments from 160 in 1988/89 to 141 in 1989/90.

- Mediation - a structured, short-term intervention to assist families to develop a parenting plan to ensure the continuing relationship between children, parents and extended family, and to protect children from parental conflict. This preferred intervention for resolving custody/access conflicts has grown significantly since 1982. A total of 673 clients received mediation services in 1989/90. The progressive shift in referral source from court referrals to lawyer and self referrals shows that families are being referred for service before Court action; this was the goal of the Unified Family Court established in 1984/85.
- Parent Orientation Seminars - weekly two-hour sessions designed to orient parents to the services of Family Conciliation and, most importantly, to educate and focus parents on the needs of children in divorcing families. The significant growth in the number of these seminars from 542 last fiscal year to 714 in 1989/90 reflects this year's initiative of including the seminar as an essential first step to mediation which has improved the outcome of the process.
- Children's Groups - assist children with the trauma, loss and reorganization of divorce. There were two models used this year; monthly after school workshops and a six-week session for children living in families experiencing severe access conflict.
- Conciliation Counselling - brief, separation related counselling. The decrease in this category was purposeful. As the need for more separation related services grows, other family related concerns are referred at intake (note increase in Information and Referral numbers in the table that follows).
- Information and Referral through a daily intake service, clients are assisted to identify problems and possible solutions, to be informed of community services which may be appropriate to their situation and to be assisted with referral.
- Access Assistance Program - a unique, three-year demonstration project jointly funded by the federal Department of Justice and the provincial Departments of Justice and Family Services. The program focuses on the children's needs in access conflicts and the compliance of the Court Orders following divorce or separation. Specifically, it offers children an opportunity to maintain or reestablish a positive, continuing relationship with the noncustodial parent; a safe, nonthreatening environment for access to take place; a buffer against parental hostility; and, ultimately, a reduction in parental hostility and resulting anxiety for the child. The Access Assistance Program staff includes a Program Counsellor and an Access Counsellor, with psychological service to be contracted out. Legal services and consultations are provided by the Family Law Branch of the Department of Justice. Staff were hired at the end of the previous fiscal year and the program began serving clients in March, 1989.

Activities and accomplishments of this fiscal year include:

- service to 81 families resulting in reinstatement of access in 60 percent of the cases;
- recruiting and training of six supervision access volunteers;
- delivery of a children's group;
- continuing development of service model;
- quarterly meetings with Community Consultation Group;
- two extensive progress reports to the federal government;
- completed work on a pamphlet for public distribution;
- approximately 12 public relations activities, i.e., articles, radio, public presentations;
- development of program guidelines;
- public information and education continued through numerous seminars and meetings to promote mediation, explain the service, educate on the needs of divorcing families, and planning with judges and lawyers for the Association of Family and Conciliation Courts Annual Conference scheduled for May, 1990 in Winnipeg; and
- provision of an internship training program for three Bachelor of Social Work students from the University of Manitoba.

Family Conciliation Service Profile - Winnipeg

	1981	1982	1983	1984	1985	1986	1987	88/89	89/90
Information and Referral	—	—	—	n/a	329	330	160	429	780
Conciliation Counselling	n/a	1671	1012	n/a	n/a	n/a	216	149	76
Mediation	n/a	30	178	n/a	412	534	647	683	673
Court Ordered Assessment Reports	127	116	142	n/a	158	184	158	160	141
Access Assistance Program	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	81
Total Families Served	**127**	**1817**	**1332**	**n/a**	**899**	**1048**	**1181**	**1421**	**1751**

Family Conciliation Group Programs — Winnipeg

	1987	1988/89	1989/90
Parent Seminar	531	542	714
Children's Group	71	100	76

Family Conciliation Referral Sources - Winnipeg
(by percentage)

	1985	1986	1987	1988/89	1989/90
Court	34%	30%	29%	21%	24%
Lawyer	19%	22%	22%	39%	28%
Self	46%	43%	43%	36%	38%
Other	46%	5%	6%	4%	10%

Family Conciliation Service Profile - Brandon

	1987	1988/89	1989/90
Information and Referral	1	—	13
Conciliation Counselling	5	15	20
Mediation	35	39	76
Court Ordered Assessment Reports	26	33	51
Total Families Served	**67**	**87**	**160**

Family Conciliation Referral Sources - Brandon

(by percentage)

	1987	1988/89	1989/90
Court	47%	53%	64%
Lawyer	51%	45%	33%
Self	2%	2%	3%
Other	0%	0%	0%

Family Conciliation - Flin Flon

Service Profile
September 1989 to March 1990

Information and Referral	11
Conciliation Counselling	0
Mediation	7
Court Ordered Assessment Reports	7
Total Families Served	**25**

Referral Sources
September 1989 to March 1990 (by percentage)

Court	54%
Lawyer	38%
Self	0%
Other	8%

Expenditures by Sub-Appropriation

09-4E Family Dispute Services	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Wife Abuse, Women's Advocacy Program, Women's Resource Centres					
Salaries	324,500	8	325,500	(1,000)	
Other Expenditures	286,800		330,800	(44,000)	
External Agencies	2,644,000		2,711,200	(67,200)	
Family Conciliation					
Salaries	679,700	24	741,200	(61,500)	
Other Expenditures	113,200		130,700	(17,500)	
Total Expenditures	4,048,200	32	4,239,400	(191,200)	

Children's Special Services

The goals of Children's Special Services are to support and maintain children with disabilities in their own families to the greatest possible extent and to ensure that high quality alternative resources are available for those children with disabilities who require care outside their own home. These goals are achieved by developing services within the community, based on the principle of the least restrictive alternative.

Children's Special Services develops program guidelines and provides resources for such family supports as respite care, child development, supplies and equipment, transportation, and training of workers in rural, northern and remote areas of the province. Additional care and support for high-need families requiring specialized or intensive assitance to care for their children is also available. The branch delivers services through the eight regional offices and supports these services and staff of the regions by providing training, research and evaluation.

Children's Special Services also provides program consultation and funding support to St. Amant Centre, the Society for Manitobans with Disabilities and Community Respite Services. The branch works closely with the Child Day Care and Child and Family Support Branches, the volunteer sector, schools and private external agencies to best meet the needs of families In addition, the branch liaises with the Department o Education and Training and the Department of Healt to ensure program coordination.

In 1989/90, Children's Special Services provided famil support and/or additional care supports to 1,191 chi dren, representing a caseload increase of approx mately 14 percent over the previous year. Training an skill development were made available to approx mately 40 regional workers in northern or rural areas including the Thompson and Norman Regions. I regions of the province where therapy services are no available, Children's Special Services contracted fo resources for a mobile therapy program. Approximatel 195 families received service through this program Institutional care services are funded by Children's Special Services for 129 children and 128 adults fo whom no viable community care options currentiy exist

Also in 1989/90, Children's Special Services provide program direction and funding to support communit living arrangements of eight medically comple children.

Programs provided under the auspices of the branc are partially cost-shared by the Government of Canad through the Canada Assistance Plan.

St. Amant Centre

Number of Residents

Year*	Number of Children	Number of Residents	Children % of Residents
1986	182	274	66.4%
1987	167	265	63.0%
1988	151	263	57.4%
1989	142	262	54.2%
1990	133	257	51.8%

Expenditures by Sub-Appropriation

09-4F Children's Special Services	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries	248,400	6	238,800	9,600	
Other Expenditures	82,400		89,900	(7,500)	
Grants and Transfer Payments	15,050,800		15,126,100	(75,300)	
Total Expenditures	15,381,600		15,454,800	(73,200)	

Day Care, Youth and Employment Support

The Day Care, Youth and Employment Support Division was established in the new Department of Family Services as a focal point for child care, youth and employment activities supportive of Manitoba individuals and families, including social assistance recipients and newcomers to Manitoba.

The division combines responsibility for direction and management of the province's child day care activities, youth employment programs, regionalized employment support offices and province-wide programming to support the entry of employment-disadvantaged individuals, including social assistance clients, into meaningful long-term employment.

The division is also responsible for the province's immigration and settlement policy and programs.

The division took its form in November, 1989. Prior to that, as detailed in the 1989/90 Estimates Supplement, it was entitled the Youth and Employment Services Division and did not include the Child Day Care Branch.

Branches of the division are Administration, Child Day Care, Youth and Regional Services and Special Programs and Immigrant Services.

Administration

The Administration Branch consists of the office of the Assistant Deputy Minister of the Day Care, Youth and Employment Support Division. It comprises overall management, policy direction, program development and analysis, and management information and support functions for the division.

The branch has two main objectives. They are to ensure the division's activities are consistent with, and supportive of, departmental and government policy and legislation and to ensure the most relevant adaptation of programs to changing circumstances and priorities.

In order to accomplish these objectives, the branch's responsibilities include the management of major issues affecting program areas, maintaining an effective divisional planning and program development function, effective personnel and budget management and accurate and useful management information systems.

Major results of divisional management activity by the branch in 1989/90 include the following:

- completion of the division's organizational revision and consolidation following the 1989 government reorganization;
- senior staff support to a Working Group on Day Care appointed by the Minister to examine issues related to the funding of child care services; and
- detailed review of program performance indicators preliminary to the refinement of a comprehensive, automated management information system for the division.

Expenditures by Sub-Appropriation

09-6A Administration	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		8			
- Main Estimate Authority from General Salary Increase XXVI					
Total Salaries	310,300		324,700	(14,400)	
Total Other Expenditures	103,700		111,600	(7,900)	

Child Day Care

The objectives of the Child Day Care Branch in 1989/90 were:

- to support the development of accessible, high quality child care by assisting day care centres and homes to meet established standards of care;
- to plan and develop innovative means of meeting the child care needs of parents;
- to promote positive developmental care for children;
- to support parental participation in day care services; and
- to support inclusion of children with special needs in day care including children with disabilities and children of families in crisis.

The Child Day Care Branch is responsible for:

- establishing minimum licensing standards for day care centres and family day care homes under *The Community Child Day Care Standards Act* and licensing and monitoring facilities according to these standards;
- providing financial assistance for day care fees on behalf of eligible parents with children attending day care centres and homes;
- providing grants and program assistance to eligible community groups and individuals who provide child care services; and
- classifying all child care workers who work in day care centres in Manitoba.

Licensed day care is provided for children 12 years of age or under in seven categories of centres or homes as follows:

- full-time day care centres - six or more preschool age children are cared for on a full-time basis;
- nursery schools - six or more preschool age children are cared for on a part-time basis;
- school age day care centres - nine or more children enrolled in Kindergarten to Grade 6 are cared for during out-of-school hours;
- occasional day care centres - six or more children are cared for on a casual basis;
- family day care homes - up to eight preschool and school age children, including no more than five preschool children, are cared for in a private home;
- group day care homes - up to twelve children, of whom not more than three are less than two years of age, are cared for in one of the homes of the two people providing care; and
- private home day care - up to four preschool and school age children are cared for in a private home where a licence is optional.

Grants are provided to nonprofit day care centres in two categories:

- fully funded - includes once only start-up grants, annual maintenance grants, audit grants, grants for children with disabilities and salary enhancement grants that are designed to assist with the establishment and continuing operation of facilities; and
- partially funded - includes once only equipment grants and salary enhancement grants.

Grants were provided in the partially funded category for the first time in 1989/90. They are of a lesser amount than those provided to fully funded centres, but provide some financial support for previously unfunded nonprofit facilities.

Grants in both categories are based upon the number of licensed spaces in the facility, the type of care, the hours of care offered and the ages of children enrolled.

The maximum amount for each grant is established by regulation. Additional funding available to fully funded day care centres caring for children with physical, mental and emotional disabilities is provided in the form of grants for staffing, additional start-up costs and staff training or other services required.

Family day care homes may also be eligible for funding in the form of once only start-up and equipment grants, annual maintenance grants and grants for children with disabilities. The start-up grant for family day care homes was increased in 1989/90 by 33 percent, from $225 to $300 per space. A number of family day care homes operate on an unfunded basis without any grant funding or on a partially funded basis with a once only equipment grant.

All licensed day care centres and family day care homes are eligible to enroll subsidized children and receive fee subsidies paid to them on behalf of families who qualify. A ceiling had been placed on the number of subsidized spaces an unfunded centre or home could have, which was up to 25 percent of their total licensed spaces. This ceiling was lifted in 1989/90 to allow families greater flexibility and more child care options.

Fee subsidies were paid to child care facilities on behalf of an average of 6,709 children as of March 31, 1990, an increase of 598 from the previous year. Families qualify for subsidy on the basis of social need (employment, education, special social need) as well as an assessment of net family income. The amount of provincial subsidy a family is eligible to receive is based on family size, composition, income and cost of day care.

The educational requirements necessary for child care workers and the dates by which these must be completed are specified by regulation under *The Commu-*

nity Child Day Care Standards Act. Individuals may be classified at the Child Care Worker Assistant, Child Care Worker I, II or III levels through formal education or by demonstrating on-the-job abilities through a competency based assessment.

A total of 1,034 child care workers applied to Child Day Care and received classifications in 1989/90. There were 12 candidates who successfully completed the Competency Based Assessment and were classified by Child Day Care in 1989/90. Approximately 20 child care workers have been classified after completing the Competency Based Assessment Program since its inception in 1987.

Several program areas were expanded or established during 1989/90 in response to community need and to provide child care services for more families.

An additional 376 spaces were provided with full funding in 1989/90. Of these, 196 were created in centres and 180 were allocated to family day care homes.

A work site day care policy was announced as part of 1989/90 day care initiatives. The policy provided for a one-time grant of up to $75,000 toward capital costs for sponsors of workplace day care centres. Two day care centres were provided with work site capital funding in 1989/90: Panda Bear Day Care Inc., sponsored by Burns Meats and Bumper Crop Day Care Inc., sponsored by The Canadian Wheat Board.

The Children with Disabilities Program places children with physical disabilities, developmental delays, emotional and/or behavioural problems into day care settings. This program offers children an opportunity to reach their developmental potential in a community environment which fosters positive attitudes toward the disabled. It is an integrated approach which offers a stimulating environment and an opportunity for socialization and independence.

The Children with Disabilities Program provides support and grants to assist provincially funded day care centres, nursery schools and family day care homes to work with children with disabilities. The number of children participating directly in this program increased to approximately 359 children served.

In 1989/90, Manitoba continued to receive federal cost-sharing under the provisions of the Canada Assistance Plan for grant and subsidy expenditures made on behalf of subsidized children in nonprofit day care centres and family homes.

Day Care Centres and Homes

as of March 31, 1990

Facilities	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Provincially funded	302	10,006	326	1,755	628	11,761
Partially funded and unfunded nonprofit	150	3,258	144	868	294	4,126
Private	35	1,359	—	—	35	1,359
Total	**487**	**14,623**	**470**	**2,623**	**957**	**17,246**

Provincially Funded Day Care Centres and Homes

as of March 31, 1990

Region	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	182	6,845	160	799	342	7,644
Westman	33	852	84	489	117	1,341
Eastman	22	553	8	46	30	599
Central	18	501	31	154	49	655
Interlake	16	382	24	132	40	514
Parklands	12	266	7	48	19	314
Norman	7	210	8	64	15	274
Thompson	12	397	4	23	16	420
Total	**302**	**10,006**	**326**	**1,755**	**628**	**11,761**

Partially Funded and Unfunded Nonprofit Day Care Centres and Homes

as of March 31, 1990

Region	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	84	2,061	96	585	180	2,646
Westman	22	361	21	121	43	482
Eastman	9	148	7	40	16	188
Central	23	435	9	50	32	485
Interlake	6	152	4	26	10	178
Parklands	4	56	5	29	9	85
Norman	0	0	1	12	1	12
Thompson	2	45	1	5	3	50
Total	**150**	**3,258**	**144**	**868**	**294**	**4,126**

Private Day Care Centres

as of March 31, 1990

Region	Total	
	No. of Facilities	No. of Spaces
Winnipeg	30	1,223
Westman	5	136
Eastman	—	—
Central	—	—
Interlake	—	—
Parklands	—	—
Norman	—	—
Thompson	—	—
Total	**35**	**1,359**

Licensing Orders, Suspensions, Refusals

1989/1990

Facilities	Number of Licensing Orders*	License Suspensions/ Refusals
Nonprofit day care centres	1	—
Private day care centres	5	3
Day care homes	2	—
Total	**8**	**3**

**A licensing order is issued under Section 18 of* The Community Child Day Care Standards Act *when serious violations of licensing regulations occur.*

Expenditures by Sub-Appropriation

09-4D Child Day Care	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	1,441,100	43.26	1,391,000	50,100	
Other Expenditures	497,300		438,000	59,300	1.
Subsidies	17,216,900		18,808,800	(1,591,900)	2.
Grants	18,946,700		21,191,300	(2,244,600)	3.
Total Other Expenditures	36,660,900		40,438,100	(3,777,200)	

Explanation Number:

1. Increased costs were incurred as a result of expenses related to meetings of the Minister's Advisory Committee on Child Care and the Working Group on Day Care. Increased costs were also incurred due to expansion of the Competency Based Assessment Program.
2. An underexpenditure of subsidies occurred due to a lower than anticipated demand for subsidy assistance by families, a decline in the level of subsidization and a delay in the implementation of a fee increase.
3. The underexpenditure in the grants category was due to fewer than anticipated child care workers eligible for the salary enhancement grant, later than projected opening dates for newly licensed and funded centres and homes, and a savings in the area of children with disabilities due to more effective controls on staffing grants.

Youth and Regional Services

The Youth and Regional Services Branch develops and implements employment policies and strategies that focus on the needs of students and youth. Programs and services include:

- a centralized registration and referral service for university, community college and high school students for summer positions within the Manitoba government, as well as for unemployed Manitobans seeking jobs created through provincial government employment programs (Job Opportunity Service);
- student and youth employment programs (Student Temporary Employment Program, CareerStart, Northern Youth Corps);
- summer job placement services for youth in Winnipeg and rural and northern communities (Manitoba Youth Job Centre Program);
- consultation to government departments and agencies on using a supplemental volunteer work force (Volunteers in Public Service Program);
- a volunteer program designed to enable Manitobans to gain valuable work experience and explore career possibilities through volunteer placements within various government departments (Manitoba Volunteers in Government Program); and
- a regional delivery network that provides direct delivery of employment programs as well as support to individuals in need of assistance or experiencing difficulty finding and maintaining employment (Southern Employment Resources and Northern Employment Support Services).

Programs and services are provided by four areas known as Branch Operations, Youth Programs, Southern Employment Resources and Northern Employment Support Services.

Branch Operations

Youth and Regional Services' Branch Operations contains the core staff required to plan and deliver branch programs and services, the Computer Services Section and the Job Opportunity Service.

Computer Services

Computer Services is responsible for the design, implementation and maintenance of computer based management information systems that are necessary for the effective administration of the programs and services of the branch.

Job Opportunity Service

The Job Opportunity Service is responsible for the registration, referral and placement of all summer positions for students within provincial government departments, Crown corporations and commissions. Employment related support services are also provided to unemployed Manitobans.

The objectives of the Job Opportunity Service in 1989/90 were:

- to increase hiring efficiency within provincial government departments, Crown corporations, commissions and provincially subsidized positions in the private sector by providing a centralized registration and referral service for students and unemployed Manitobans;
- to locate jobs for students in their home communities where possible;
- to increase opportunities available to students to acquire a career or interest-related work experience;
- to assist unemployed Manitobans in Winnipeg by providing them with job search information and helping them with resume writing and interview skills;
- to support the provincial Affirmative Action Policy by providing a job placement mechanism for physically disabled, Native and visible minority students within provincial employment programs; and
- to provide opportunities for Manitobans to gain work experience, develop skills or explore career options by volunteering within government through the Manitoba Volunteers in Government Program.

The results achieved through the Job Opportunity Service in 1989/90 follow.

- The Job Opportunity Service placed 1,499 students and youth in jobs within provincial government departments, Crown corporations and commissions. Of these, 1,025 students were placed in positions covered by the budget of the hiring department or organization. Another 474 students were placed in positions created by the Student Temporary Employment Program.
- A total of 78 physically disabled, 79 Native and 82 visible minority students and youth found summer employment through the Job Opportunity Service.
- In addition to direct referral, 503 unemployed people were given assistance with resume writing and self marketing and were provided with job search information.
- During 1989/90, 103 volunteers were placed in 17 departments throughout government through the Manitoba Volunteers in Government Program. This is in addition to the volunteers recruited directly by government departments themselves. Applicants to the program may receive counselling on job search techniques, resume writing, employment options and on preparation for interviews.

Expenditures by Sub-Appropriation

09-6B-1 Branch Operations	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	750,800	24	755,100	(4,300)	
Total Other Expenditures	107,300		124,300	(17,000)	

Youth Programs

Youth Programs provides employment preparation, creation and referral programs and services in order to increase employment opportunities for students and unemployed youth. These activities are undertaken through the Student Temporary Employment Program (STEP), Manitoba Youth Job Centres (MYJC), Volunteers in Public Service (VIPS) and Manitoba CareerStart.

Student Temporary Employment Program (STEP)

STEP provides salary funds to enable government departments to hire students in short-term summer projects. The program is designed to offer students career-related work experience while enabling government organizations to meet service demands at peak activity periods.

A component of the program ensures disabled, Native and visible minority students are given opportunities to gain work experience within the Civil Service.

The objectives of STEP in 1989/90 were:

- to increase career-related work opportunities for students by funding projects which offer meaningful career-related work in innovative areas supporting government thrusts;
- to reduce student unemployment in Manitoba during the summer months;
- to provide financial assistance to students to enable them to continue their education;
- to provide the opportunity for students to work in their home locality during the summer months;
- to provide the opportunity for physically disabled, Native and visible minority students to obtain work experience during the summer months;
- to provide the opportunity for a student employment exchange between the provinces of Manitoba and Quebec for 10 Manitoba and 10 Quebec students;
- to provide the opportunity for a student employment exchange between Canada and other countries for six Manitoba and six foreign students in economics and commerce; and
- to provide the opportunity for gifted high school students to participate in the Shad Valley Program which involves workshops in mathematics, the sciences and entrepreneurship for four weeks followed by six weeks of related work experience.

The results achieved through STEP in 1989/90, were a total of 474 students employed in 442 positions working an average of 12 weeks each. A total of 67 physically disabled, 25 Native and 35 visible minority students were employed through the program.

Manitoba Youth Job Centre Program

The Manitoba Youth Job Centre Program operates throughout the province in cooperation with either a community based sponsoring committee or a federal government Student/Youth Employment Centre. Placement, referral and job counselling services are provided for students and unemployed youth seeking summer jobs.

The objectives of the Manitoba Youth Job Centre Program in 1989/90 were:

- to increase the number of local students and youth being hired by private and public sector employers;
- to increase knowledge of job search techniques, volunteerism and career information;
- to increase employer satisfaction with student and youth employees through appropriate matching and referral;
- to provide career related summer employment opportunities for 47 students acting as Manitoba Youth Job Centre Managers and Student/Youth Employment Centre Coordinators; and
- to increase community participation in the areas of student and youth employment activities.

The results achieved through the Manitoba Youth Job Centre Program during the summer of 1989 follow.

- The program operated Manitoba Youth Job Centres in 34 small rural communities throughout the province. Community sponsoring committees assisted by providing office space and local support. In 10 larger communities, including Winnipeg, Student/Youth Employment Centres were operated jointly with the federal government. University students were hired to operate the centres from May until mid-August.
- During the summer of 1989, a total of 10,621 students and youth were placed in full-time and part-time jobs by the centres. This figure includes the placement of 714 individuals in Manitoba CareerStart'89 positions. In addition, the centre managers were responsible for organizing and conducting workshops on job search techniques for high school students in their areas.

Volunteers in Public Service Program

The Volunteers in Public Service Program has a mandate to provide leadership and support for volunteerism in the provincial government.

The objectives of the Volunteers in Public Service Program in 1989/90 were:

- to establish policies, procedures and standards of operation for volunteer involvement in government services;

- to provide consultation services that promote, support and educate staff of provincial government departments, branches and agencies in effectively involving and managing volunteers in their programs;
- to coordinate events that provide recognition for volunteer service in government; and
- to provide consultation on volunteer management to provincial government staff responsible for the operation of government boards and committees.

The results achieved during 1989/90 through the Volunteers in Public Service Program follow.

- The publication *Procedures and Standards of Operation for Volunteer Involvement: A Guidebook* was released.
- Staff of the Volunteers in Public Service Program provided a total of 82 consultations on volunteer management to 55 different branches of government departments and nongovernment agencies. The majority of consultations took place in Winnipeg and 10 percent occurred in rural Manitoba.

Consultations focused mainly on the following:

- volunteer program development and management, including needs assessment, program planning, job design, recruitment, training supervision, evaluation and recognition of volunteers;
- identification of potential and appropriate volunteer activities;
- orientation and training of staff hired to manage and supervise volunteers;
- consultation regarding individual volunteer placements;
- insurance, liability and legal considerations pertaining to volunteer involvement;
- evaluation of existing programs;
- assessment of funding proposals for projects involving volunteer management;
- involvement of immigrant volunteers; and
- employee/volunteer relationships workshops.

The program completed 82 coordination activities for the promotion and support of volunteerism. Major activities included:

- conducting an interdepartmental survey on volunteer involvement;
- planning and organizing the Premier's Reception for Volunteers;
- administering the Premier's Volunteer Service Award; and
- liaising with nongovernment organizations involved with volunteerism.

During 1989/90, Volunteers in Public Service Program staff began to assess the need for support including consultation, training or resource materials for staff who work with volunteers serving on boards and committees. A questionnaire was developed and distributed to identified staff throughout government.

Manitoba CareerStart '89

Manitoba CareerStart encourages employers to create additional employment opportunities for Manitoba's students and unemployed youth during the summer months.

The objectives of Manitoba CareerStart in 1989/90 were:

- to create additional positions for full-time students of any age and unemployed youth 16-24 years of age;
- to create employment opportunities for Manitoba youth that provide skills, training and/or career-related work experience to equip them for full-time participation in the labour force; and
- to provide financial support through employment to enable students to continue their education.

Manitoba CareerStart '89 guidelines follow.

- The program offered wage assistance to registered businesses, institutional organizations and community/nonprofit groups entirely located within Manitoba and in operation prior to program application.
- Businesses and institutional organizations were eligible to receive wage assistance from the program at the rate of $2.35 per hour plus an employee benefit allowance of up to 10 percent of the wage assistance.
- Community/nonprofit groups were eligible to receive wage assistance at the rate of $4.70 per hour plus an employee benefit allowance of up to 10 percent of the wage assistance.
- All employers were eligible to apply for up to three positions. The minimum length of employment per position was 210 hours with a minimum of 30 hours per week. The maximum length of employment eligible for wage assistance was 640 hours with a maximum of 40 hours per week.

During 1989/90, the Manitoba CareerStart Program assisted 3,112 employers to provide new job opportunities for 4,840 students and youth in 4,545 positions.

Expenditures by Sub-Appropriation

09-6B-2 Youth Programs	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	1,593,100	130.06	1,475,200	117,900	
Grants & Transfer Payments	5,008,600		5,445,100	(436,500)	
Operating Expenditures	253,000		326,400	(73,400)	
Total Other Expenditures	5,261,600		5,771,500	(509,900)	

Southern Employment Resources

Manitoba's six Southern Employment Resources Offices assist in the delivery and administration of training and employment initiatives and ensure program development is responsive to the needs of each region.

A wide range of programs were offered including Manitoba CareerStart, Manitoba Youth Job Centre Program, Manitoba Community Places Program (a Culture, Heritage and Recreation initiative) and the Job Training for Tomorrow Program (an Education and Training initiative). The Employment Resource Centres, located in Brandon, Winkler, Steinbach, Teulon, Killarney and Dauphin, work with businesses and nonprofit, institutional and community organizations to deliver programs that are designed to reduce the level of unemployment and increase the skill level of the regional labour force to enhance the quality of life in rural Manitoba.

The objectives of Southern Employment Resources in 1989/90 were:

- to provide an effective decentralized program delivery system in the rural areas of southern Manitoba for the development, promotion and implementation of employment and other related programs;
- to work with other departments, such as Culture, Heritage and Recreation, Education and Training and Labour in the regional development and delivery of employment and other related inititatives;
- to deliver information regionally about provincial government initiatives available to Manitobans;
- to assist communities, organizations, employers and individuals in developing and accessing employment and other related programs;
- to generate program specific and region specific employment information; and
- to provide a year round placement and referral service for positions created through the programs delivered by Southern Employment Resources.

The results achieved through Southern Employment Resources in 1989/90 follow.

- Southern Employment Resources staff approved 1,564 CareerStart applications, providing 2,042 summer positions for students and unemployed youth in their regions.
- The Job Training for Tomorrow Program (a Department of Education and Training initiative) supported the creation of 305 new positions with 247 employers in the Southern Employment Resources Regions. Related activities for Southern Employment Resources staff included drawing up training plans, monitoring training progress and administering the funds for each approved employer's application.
- Southern Employment Resources, in conjunction with the Department of Culture, Heritage and Recreation, delivered the Manitoba Community Places Program in the southern part of the province. Staff provided expertise in on-site project development, application assessment, contract negotiation and completion, as well as monitoring. In Southern Employment Resources Regions, 2,469 positions were created within 257 community capital projects resulting in the creation of 7,786 work weeks during 1989/90.
- Southern Employment Resources supervised the operation of 39 Manitoba Youth Job Centres. The centres provide a referral system to employment for students and youth during the summer months.
- Southern Employment Resources also provides information to the staff of Employment and Immigration Canada to assist them in their assessment of Canadian Jobs Strategy applications. Their input is designed to prevent duplicate funding by the federal and provincial governments and to coordinate efforts where employers are participating in federal as well as provincial initiatives.

Number of Jobs Created by Program in Southern Employment Resources Regions

1989/90

Region	CareerStart	Job Training for Tomorrow (Education & Training)	Manitoba Community Places Program (Culture, Heritage & Recreation)	Total
South Central	317	36	451	804
Westman South	242	30	191	463
Westman North	542	61	202	805
Eastman	278	50	667	995
Interlake	373	76	372	821
Parklands	290	52	586	928
Total	**2,042**	**305**	**2,469**	**4,816**

Expenditures by Sub-Appropriation

09-6B-3 Southern Employment Resources	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	546,100	16	572,400	(26,300)	
Total Other Expenditures	122,000		95,900	26,100	

Northern Employment Support Services

Northern Employment Support Services (NESS) provides a decentralized program delivery system throughout northern Manitoba for the development, promotion and implementation of employment, counselling and other related programs.

The five regional offices at Thompson, Leaf Rapids, Churchill, The Pas and Winnipeg (Lake Winnipeg Region) work with business, nonprofit and community organizations in the development and delivery of programs and services that are designed to reduce the level of unemployment and increase the skill level of the regional labour market to enhance the quality of life in northern Manitoba. These services were administered by the province and cost-shared by the governments of Canada and Manitoba under the Northern Development Agreement.

The objectives of NESS in 1989/90 were:

- to administer, coordinate and monitor the department's Youth and Regional Services initiatives on a regional basis through five regional offices;
- to work with other departments, such as Culture, Heritage and Recreation, Education and Training, and Labour in the regional development and delivery of employment and other related initiatives;
- to deliver information regionally about government initiatives available to Manitobans;
- to assist communities, organizations, employers and individuals in developing and accessing employment and other opportunities;
- to provide financial and support services assistance to individuals and families to relocate to access employment or training opportunities;
- to generate program specific and region specific employment information;
- to provide support for the creation of summer job opportunities for unemployed youth and students in northern Manitoba communities through programs such as Northern Youth Corps;
- to provide employment support services to clients pursuing training and/or employment in hydroelectric development projects; and

- to provide a comprehensive counselling and referral service to workers employed at the Limestone Hydro-Electric Project site including proactive measures to assist workers in dealing with problems or situations directly affecting work performance and retention.

NESS regional offices provide a full and coordinated employment service to northerners by having employment counsellors visit outlying communities on a regular basis. These visits ensure communities, local governments, employers and individuals are made aware of provincial and federal employment services and programs, and how and where to apply for them.

The results achieved through NESS in 1989/90 follow.

- Each NESS regional office was actively involved in the administration and delivery of Manitoba CareerStart '89, Gateway, Job Training for Tomorrow (operated by the Department of Education and Training) and the Manitoba Community Places Program (operated by the Department of Culture, Heritage and Recreation). Manitoba CareerStart approved 239 applications from employers creating 438 summer positions for northern students and youth.
- The Job Training for Tomorrow program supported the creation of 132 new positions for 82 northern employers. Projects funded under the Manitoba Community Places Program created 235 jobs in 30 community capital projects for a total of 2,892 work weeks.
- During the summer of 1989, NESS administered the Northern Youth Corps Program which provided grants to northern communities to create 524 positions employing local young people on community improvement projects.
- The NESS regional office in The Pas delivered the Gateway program to social assistance recipients from The Pas and immediate area. Classroom training at Keewatin Community College and on-the-job training with local employers were provided for participants who enrolled in the program seeking to upgrade their skills and reenter the labour force. Twelve participants entered the 30 week program in January 1989 and a further eight entered in January 1990.
- Regional staff were involved in providing relocation assistance to enable residents of rural and remote communities to move and take advantage of jobs or training opportunities. Counselling services are provided to help individuals and families adjust to a new environment and become acquainted with the resources in their new community.
- To complement the assistance provided by NESS, a grant was provided to the Northern Metis Council (NMC) to provide support services to individuals and families relocating from smaller northern communities to Thompson for employment and training opportunities. The relocation staff provided assistance in finding housing, information on community resources and counselling. In 1989/90, relocation services were provided to 65 clients and their families through the NMC.

Number of Jobs Created by Program in NESS Regions

1989/90

Region	CareerStart	Northern Youth Corps	Job Training for Tomorrow	Manitoba Community Places Program	Total
The Pas	150	151	47	148	496
Lake Winnipeg	92	134	14	12	252
Churchill	24	32	9	65	
Leaf Rapids	47	72	15	31	165
Thompson	125	135	47	44	351
Total	**438**	**524**	**132**	**235**	**1,329**

Limestone Employment Support Services

Counselling services at the Limestone project site in 1989/90 were provided by two departmental staff and one worker advisor hired by the Limestone Aboriginal Partnership Directorate Board (LAPDB) until September 30, 1989. These workers provided site orientation, personal counselling and crisis intervention focusing on work adjustment problems, cross-cultural adjustment, family problems and money management. The LAPDB worker advisor worked closely with the departmental counsellor and site supervisor. At the site, informal support groups were established, and referral services to outside agencies provided as necessary. The on-site counselling service also provided a valuable communication link with the home communities of workers. In 1989/90, approximately 250 individuals employed or being trained for work at the Limestone construction site received services in support of their employment or training from the staff at the Limestone site office.

The Limestone Employment Support Services were cost-shared by the governments of Canada and Manitoba under the Northern Development Agreement.

Expenditures by Sub-Appropriation

09-6B-4 Northern Employment Support Services*	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		19.26	314,600		
- Main Estimate Authority from General Salary from Enabling Vote XXV			471,900		
Total Salaries	783,500		786,500	(3,000)	
Other Expenditures					
- Main Estimate			175,800		
- Main Estimate Authority from Enabling Vote XXVI			263,600		
Total Other Expenditures	411,900		439,400	(27,500)	
Northern Youth Corps					
- Main Estimate			271,900		
- Main Estimate Authority from Enabling Vote XXVI			407,800		
Total Northern Youth Corps	655,700		679,700	(24,000)	
Recoverable From Other Appropriations					
- Main Estimate				(762,300)	
- Main Estimate Authority from Enabling Vote XXVI				(1,143,300)	
Total Recoverable from Other Appropriations	(1,851,100)		(1,905,600)	54,500	
Net Departmental Vote	NIL	NIL	NIL		

*60 percent of eligible expenditures relating to Northern Employment Services and Northern Youth Corps were cost-shared by the federal government under the Northern Development Agreement.

Special Programs and Immigrant Services

The Special Programs and Immigrant Services Branch consists of the Human Resources Opportunity Program, Employability Enhancement Programs and the Immigration and Settlement Services Unit. Administrative support for these program areas is provided by an operations unit.

The Special Programs and Immigrant Services Branch is responsible for the development of policies and programs related to:

- vocational counselling and placement of severely employment disadvantaged individuals into skills training, work experience or work activity projects;
- employability enhancement programming for social assistance recipients; and
- services for Manitoba's newcomer population.

Branch Operations

The major objectives of the Special Programs and Immigrant Services Branch Operations unit are:

- to ensure the policies, administation and service delivery of the branch's programs are in accordance with the relevant government policies and guidelines; and
- to provide support to the branch's three major program areas in the development, implementation and analysis of employability programming and services to immigrants.

The activities related to branch operations include:

- providing general management, policy direction, program analysis and development for the programs and services administered by this branch;
- providing input to divisional planning and Estimates preparation process; and
- managing authorized fiscal and human resources.

Expenditures by Sub-Appropriation

09-6C-1 Branch Operations	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	123,900	3	129,200	(5,300)	
Total Other Expenditures	10,000		10,000	—	

Human Resources Opportunity Program

The Human Resources Opportunity Program (HROP) is intended to assist those individuals who experience continued difficulty in finding and maintaining employment to reenter the workforce. Specific attention is given to persons receiving, or likely to receive, social assistance.

The objectives of the program in 1989/90 were:

- to assist persons who experience problems in securing or sustaining employment to acquire the social and technical skills necessary to eliminate or prevent their financial dependency on provincial and municipal governments;
- to develop delivery systems that will ensure comprehensive services are available throughout the province;
- to provide linkages with other provincial, municipal, federal and private sector resources to ensure appropriate jobs and services are available when job readiness is achieved and the costs involved are shared appropriately; and
- to develop employment opportunities for persons unable to function independently in the labour market.

Program clients must demonstrate a need for special help in finding employment and be willing to pursue technical or vocational courses leading to employment. Clients must also be willing to acquire the personal and social skills needed to sustain them in training and employment.

Program counsellors assist clients to assess their vocational skills, interests and aptitudes and to develop and implement a plan of action that will lead to financial independence.

The program draws on the resources of other provincial, federal and municipal departments and the private sector to provide financial and technical assistance. Training programs at community colleges, private trade schools and in industry are used extensively. Work experience placement in a variety of regular work settings is a major component of programming.

The program served 3,834 clients between April 1, 1989 and March 31, 1990. A total of 2,706 clients received extensive vocational counselling; 570 clients attended community college or a trade school; 297 were placed in work training and assessment; 500 were involved in Human Resources Opportunity Centre programming; and 305 received specialized life skills training. A total of 752 clients received ongoing supportive counselling following employment placement. At fiscal year end, 1,989 clients remained in the program.

Human Resources Opportunity Centres

Human Resources Opportunity Centres (HROC) provide assistance to those persons who require a more intensive approach to counselling and job training. The centres offer participants a combination of job training and work experience through involvement in on-site work bases and community work placements.

Centres play an important role in helping participants improve their self-confidence through counselling and life skills training which familiarize them with budgeting, problem-solving, communicating, stress management, grooming for employment, employer expectations and goal setting. Participants are also exposed to a range of career and job search information. There are eight Human Resources Opportunity Centres, located in Winnipeg, Brandon, Portage la Prairie, Dauphin, Selkirk, Beausejour, Gimli and The Pas. Centres work closely with other provincial government departments, municipalities and nonprofit community groups in their work base activities.

During 1989/90, centres provided service to 1,564 persons. Of these, 372 remained in centres at fiscal year end. Of the 965 who left after the assessment period, 488 were placed in employment or in training programs elsewhere. Another 145 completed the program and were considered job ready.

Centres also delivered a youth program called Workplace Orientation Workshops aimed at school dropouts. This program served 120 participants in 1989/90 and was funded by Employment and Immigration Canada. The centre in Brandon coordinated a job finding club which assisted 78 participants to develop job search skills and carry out a job search.

Human Resources Opportunity Program

Job Placement By Region

1989/1990

Region	Method of Placement							
	Social Assistance							
	Single Parent Allowance		Other Social Assistance		Nonsocial Assistance		Total	
	By HROP Staff	Self	By HROP Staff	Self	By HROP Staff	Self	By HROP Staff	Self
Central	6	4	2	1	5	7	13	12
Eastman	12	20	6	5	6	27	24	52
Interlake	14	12	6	3	27	35	47	50
Parklands	4	8	7	3	13	7	24	18
Westman	85	—	58	—	61	—	204	—
Winnipeg	104	39	—	—	—	—	104	39
Total	**225**	**83**	**79**	**12**	**112**	**76**	**416**	**171**

Human Resources Opportunity Program

Program Caseload Movement By Category of Service

1989/1990

Caseload Category	Number of Cases April 1/89	Intake	Reclass In	Reclass Out	Outgo	Number of Cases March 31/90
Employment Services	92	46	201	151	90	98
Vocational Counselling	808	1867	839	1621	1013	880
Vocational Training	397	63	507	271	209	487
Work Assessment	11	1	37	35	1	13
Work Training	97	11	248	235	18	103
Human Resource Opportunity Centres	185	67	433	423	73	189
Special Projects	17	4	301	264	17	41
Employment Services Follow-up Counselling	165	3	584	150	424	178
Total	**1772**	**2062**	**3150**	**3150**	**1845**	**1989**
Incidental Services*		646			646	

**Incidental Services — Singular counsellor involvement with an individual (referral service, information giving, etc.).*

Human Resources Opportunity Program

Applications (New and Reopened Cases Only) By Source of Referral and Region

1989/1990

Regional Office	Source of Referral						Total Applications
	Income Security	Personal Service	Municipal	External Agencies	Human Resources Opportunity Centres	Self	
Central	107	—	11	30	—	64	212
Eastman	45	1	14	15	—	34	109
Interlake	62	3	19	9	1	75	169
Parklands	92	1	11	12	—	80	196
Westman	189	—	89	32	3	99	412
Winnipeg	894	—	—	1	56	13	964
Total	**1389**	**5**	**144**	**99**	**60**	**365**	**2062**

Human Resources Opportunity Centres
1989/1990

Centres	Clients In Centres at April 1/89	Intake During 1989/90	Total Clients Served During 1989/90	Clients Not Completing Their Training			Completed Program (Were Considered Job Ready Upon Completion)	Completed Program And Were Placed In Employment or Further Training	Clients In Program at March 31, 1990
				Withdrew During Assessment (1st Month)	Withdrew During Program	Referred to Other Programs Which Could More Appropriately Meet Their Needs			
Winnipeg Human Resources Opportunity Centre	118	437	555	107	97	10	28	197	116
Westbran Human Resources Opportunity Centre	63	198	261	33	58	2	15	62	91
Central Human Resources Opportunity Centre	25	66	92	9	23	4	12	25	18
Parklands Human Resource Opportunity Centre	25	60	85	14	17	5	9	19	21
Interlake Human Resources Opportunity Centre	48	116	164	5	19	1	26	63	50
The Pas Human Resources Opportunity Centre	37	111	148	12	—	44	18	47	27
Eastman Human Resources Opportunity Centre	23	60	83	6	13	—	20	29	15
Selkirk Human Resources Opportunity Centre	39	138	176	41	36	3	17	46	34
Total	**378**	**1186**	**1564**	**227**	**307**	**25**	**145**	**488**	**372**

Within the above totals, the following special programming was carried out (a number of these participants were also involved in on-site programming, as well as special programs):
Community Work Experience - 775 Driver Education Program - 17.

Expenditures by Sub-Appropriation

09-6C-2 Human Resources Opportunity Program/Centres	Actual 1989/90 $	Estimate 1989/90 SY	 $	Variance Over (Under)	Expl. No.
Total Salaries	1,047,800	28	1,058,500	(10,700)	
Other Expenditures	188,700		152,000	36,700	
Financial Assistance	139,400		182,300	(42,900)	
Opportunity Centres (HROC)	4,983,000	11	4,954,700	28,300	
Less: Recoveries From Other Appropriations	(277,600)		(200,000)	(77,600)	
Total Other Expenditures	5,033,500		5,089,000	(55,500)	

Employability Enhancement Programs

For the past several years Manitoba has operated a variety of initiatives intended to assist social assistance recipients to make the transition from dependency on social assistance to employment and financial self-sufficiency.

These training and employment initiatives were first established in 1987 under the Canada/Manitoba Agreement on Employability Enhancement for Social Assistance Recipients. The province is responsible for developing and administering these programs which are designed to enhance the social, technical and employment skills of social assistance recipients including youth, disabled persons, sole support parents and other general assistance recipients. The programs serve a total of approximately 1,000 clients per year. The federal government provides funding for employability enhancement programs through the Canadian Jobs Strategy which is administered by Employment and Immigration Canada.

The programs and services included under the Employability Enhancement Agreement in 1989/90 follow.

Single Parent Job Access

The Single Parent Job Access Program provides support to single parents in receipt of social assistance to plan for their future educational or vocational development with the objective of long-term financial independence.

The program provides integrated counselling, vocational training and work experience tailored to the needs of the individual. The objectives of Single Parent Job Access in 1989/90 were:

- to provide programming that responds to individual needs of single parents through a combination of one-on-one counselling, group pre-employment sessions, work experience and skills training placements;
- to create an awareness among single parents on social assistance and agencies serving this group that programming exists to assist them to enter employment or training; and
- to provide monitoring and follow-up support to further enhance the participants' chances of successfully securing employment.

This program was delivered through the seven Human Resources Opportunity Centres of the Human Resources Opportunity Program and served a total of 755 participants in 1989/90.

The program provides a comprehensive range of programming and supports that assist single parents in receipt of social assistance to reenter the labour force. Programming components include intake, assessment and counselling, pre-employment preparation group programs, work experience, skills training, and a support fund from which training or work related costs, including child care, are provided.

Single Parent Job Access Program

1989/90

Location	In Program at April 1/89	Intake During 1989/90	Number of Persons Served 1989/90	In Program at March 31/90	Participation by Component (Note: some trainees were in more than one component.)		
					COPE	Work Experience	Skills Training
Winnipeg	42	242	284	33	106	94	84
Westbran	22	142	164	25	82	62	20
Central	12	74	86	15	21	65	—
Parklands	2	34	36	8	10	26	—
Interlake	12	21	33	7	—	33	—
The Pas	27	83	110	19	37	50	23
Eastman	6	36	42	8	18	24	—
Total	**123**	**632**	**755**	**115**	**274**	**354**	**127**

Gateway

Gateway offers social assistance recipients 18 years of age or over an opportunity to participate in a training and work experience program leading to permanent employment.

The objectives of Gateway in 1989/90 were:

- to provide specific skills training for social assistance recipients 18 years of age or over;
- to encourage private sector employers to provide employment opportunities through wage assistance; and
- to assist social assistance recipients to adapt to a working environment by providing individual and group counselling to enhance employability and life skills.

The program combines classroom instruction and on-the-job training with the expectation that the work experience component leads to permanent employment.

During the classroom component, participants receive a training wage of $4.70 per hour. Participants are paid by the employer during the on-the-job training component. Gateway provides reimbursement to the employer at the rate of 50 percent of the hourly wage paid to a maximum of $3.00 per hour, plus a 10 percent employee benefit allowance.

Throughout the duration of the program participants receive financial supports to cover costs associated with child care and employment related tools, equipment and clothing. Personal supports include extensive one-on-one and group counselling, personal development (life skills training), employment preparation and job search training.

Gateway operates on a cycle basis which overlaps two fiscal years. Cycle 1 was operational in Winnipeg, Brandon and The Pas between October, 1988 and July, 1989 with a total of 100 participants.

Cycle 2 operated from September, 1989 to July, 1990. In Winnipeg, 50 trainees enrolled at South Winnipeg Technical Centre to study Autobody Repair, Auto/Diesel Mechanics, Automated Office, Commercial Cooking, Industrial Electronics, Industrial Mechanics, Industrial Welding, Power Engineering or Practical Electricity and Electronics. At Red River Community College, 10 trainees studied printing and 12 studied health care.

In Brandon, 14 trainees were enrolled in areas such as Autobody Repair, Building Construction, General Business, Food Services, Power Mechanics, Heavy Duty Mechanics, Secretarial and Accounting. Training institutions in Brandon included Assiniboine Community College, Crocus Plains Regional Secondary School and Brown Accounting. Keewatin Community College in The Pas provided training to eight trainees in the area of trades orientation.

Gateway 1989/90: Cycle 2

	Number of Referrals	Number of Participants	Number Completed Classroom	Number Placed In Employment	Number of Completers
Winnipeg	382	72	50	42	36
Brandon	32	14	12	9	7
The Pas	22	8	5	5	2
Total	**436**	**94**	**67**	**56**	**45**

Job Access For Young Adults

Job Access for Young Adults offers training and employment to social assistance recipients between the ages of 18 and 24 years.

The objectives of the Job Access for Young Adults program in 1989/90 were:

- to provide an opportunity for young adults receiving social assistance to obtain skills training and work experience leading to permanent employment;
- to encourage private sector employers to create employment opportunities for social assistance youth through wage assistance; and
- to assist social assistance youth adjust to a working environment by providing life skills and employment preparation training.

The Job Access for Young Adults Program provides 30 young people with an opportunity to participate in 40 weeks of training. In 1989/90 the program operated between April, 1989 and January, 1990.

The program consists of 20 weeks of classroom instruction and 20 weeks of on-the-job training. Counselling and support are available throughout the 40 week period. Financial supports include classroom supplies, child care expenses, tools and uniforms. Personal supports include extensive counselling, life skills and employment preparation training.

In 1989/90, 16 trainees studied Auto/Diesel Mechanics, Autobody Repair, General Welding, Industrial Mechanics, Industrial Electronics or Production Art at South Winnipeg Technical Centre. In addition, a total of 14 trainees studied Commercial Cooking at Red River Community College. While attending classroom instruction, participants received a training wage of $4.70 per hour.

Private sector employers were recruited to provide work experience placements with the expectation that permanent employment would result.

Employers were eligible to receive wage assistance equal to 50 percent of the hourly wage paid to a maximum of $3.00 per hour plus a 10 percent employee benefit allowance.

Community Based Employability Projects

Community Based Employability Projects provide grant funding to selected community based organizations to set up and operate training and employment projects leading to permanent employment for social assistance recipients.

Priority consideration is provided to projects that address the personal and employability needs of the physically, mentally or emotionally disabled or youth between the ages of 18 and 24.

The objectives of Community Based Employability Projects in 1989/90 were:

- to provide grant funding to organizations to deliver projects leading to permanent employment for social assistance recipients; and
- to provide provincial and municipal social assistance recipients with an opportunity to gain the necessary skills and work experience required to function in the workplace.

Interested agencies submit project proposals outlining the objectives, activities (training and work experience) and budget of the proposed project. Provincial and federal government staff assess proposals and make recommendations for funding.

Projects combine formal classroom training in areas such as life skills, employment preparation and job search skills with on-the-job training and work experience, leading to full-time employment with private sector employers. Project participants receive a training wage equal to, or greater than, the provincial minimum wage.

In 1989/90, Community Based Employability Projects provided grant funding to 10 organizations to deliver employment and training projects to 261 social assistance recipients (eight of these projects were funded in conjunction with Employment and Immigration Canada (EIC) and two were 100 percent provincially funded). In addition, two municipal projects operated by the cities of Winnipeg and Brandon were funded by EIC and the respective municipalities. These two projects served a total of 45 social assistance recipients.

Expenditures by Sub-Appropriation

09-6C-3 Employability Enhancement	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	433,000	13	437,100	(4,100)	
Total Other Expenditures	3,520,500		4,409,600	(889,100)	1.

Explanation Number:

1. The Employability Enhancement Programs Unit was established in fiscal year 1989/90 under the Special Programs and Immigrant Services Branch to more accurately reflect program responsibilities and resource allocations in the new Department of Family Services. The program allocation for Gateway in 1989/90 reflected annualized expenditures as opposed to an estimated cyclical budget. This accounted for a signficiant portion of the annualized underexpenditure. Slippage in participant wages and support fund costs for approved projects as a result of attrition across all programs also contributed to the variance.

Immigration and Settlement Services

The Immigration and Settlement Services Unit is responsible for the development of policies and programs which enable the provincial government to respond to issues related to immigration, demography, citizenship and settlement.

The major objectives of the unit are:

- to ensure that levels and composition of immigration to Manitoba support the attainment of Manitoba's demographic, humanitarian, economic and labour market goals and reflect Manitoba's situation with respect to the labour market, health and social services;
- to facilitiate immigrants' effective attainment of self-sufficiency and ability to participate fully in the social, political and economic life of Manitoba; and
- to administer and deliver the Recognition Program and coordinate and enhance employment and training opportunities for immigrants in general.

The Immigration and Settlement Services Unit undertakes demographic research and reviews and analyzes provincial policy and programming issues that affect immigrants. The unit consults, provides information, and liaises with all levels of government and non-government organizations on issues affecting immigrants.

In 1989/90, research and analysis of economic, demographic, labour market and social impacts of immigration was conducted, and Manitoba's position on the federal government's immigration plan for the period 1990 to 1995 was prepared. Analysis and preparation of departmental responses to federal immigration policy and procedural changes were carried out in a variety of areas including foreign domestic workers, medical inadmissibility provisions, family reunification, economic and humanitarian immigration issues.

The composition of immigration to Manitoba, as defined by immigration class (family, convention, designated and independent) has remained nearly equal in terms of distribution among the three classes in 1988 and 1989.

In 1989, 62.3 percent of immigrants were selected for social and humanitarian reasons, compared with 65.4 percent in 1988. In 1989, 33.5 percent were selected for labour market criteria and 4.2 percent were retired, self-employed or entrepreneurs. This compares with 29.2 percent and 5.4 percent in these categories in 1988.

Immigration By Class
1988 and 1989

Class	1988		1989	
Family Class	1,653	(33.0%)	1,888	(31.4%)
Designated Class and Convention Refugees	1,622	(32.4%)	1,856	(30.9%)
Independent Class	1,734	(34.6%)	2,269	(37.7%)
Total	**5,009**	**(100%)**	**6,013**	**(100%)**

Source: Canada Employment and Immigration Commission: Landed and Nonlanded Immigration Data Systems.

In 1989, the top 10 source countries accounted for 66.2 percent of immigrants destined for Manitoba. The Southeast Asian countries of the Phillipines, Hong Kong and Vietnam were among the top five source countries and accounted for 33.5 percent of immigrants destined for Manitoba.

Top Ten Source Countries
1989

	Actual	Percent
Phillipines	1,322	22.0
Poland	822	13.7
Vietnam	405	6.7
India	286	4.8
Hong Kong	283	4.7
Portugal	197	3.8
United Kingdom	186	3.3
El Salvador	178	3.0
USA	153	2.5
Ethiopia	147	2.4
Total	**3,979**	**66.2**

The Federal Minister of Immigration announced the 1990 projected levels of immigration in the fall of 1989. Based on the federal projections and the percentage of the total Canadian population in Manitoba, the projected levels of immigration to Manitoba during 1990 are compared to the 1989 actual figures which follow.

Immigration by Class
1989 and 1990*

Class	1989	1990*
Family Class	1,888	2,531
Designated Class and Convention Refugees	1,856	1,494-1,618
Independent Class	2,269	2,822-3,112
Total	**6,013**	**6,847-7,261**

**1990 Projections*

The unit also facilitated and supported program development initiatives within and outside government that addresed immigrant needs including AIDS education, community-based refugee/immigrant health education programming, language training for special needs target groups, interpreter training, multilingual resource development and cross-cultural mental health.

During 1989/90, the unit completed the *Newcomers' Pocketbook* in English. This reference book provides orientation and settlement information to newcomers in a concise, compact format. Translation of this publication into Spanish, Vietnamese, Polish and Persian was begun and will be completed during 1990/91. A companion volume *Cultural Adaptation Guide* has also been prepared in these four languages and will be completed and distributed in the upcoming year. The Immigration and Settlement Services Unit also assisted Translation Services of the Department of Culture, Heritage and Recreation with the coordination of multilingual translations of the Department of Health's AIDS brochure and the Manitoba Human Rights Commission's sexual harrassment pamphlet. The unit provided consultative assistance in the production of a health orientation video for newcomers in nine languages and a training video for medical professionals.

The health orientation video was completed with print materials and a users' guide is to be produced in 1990/91.

The Immigration and Settlement Services Unit provides several programs and services designed to facilitate immigrants' successful adaptation to Manitoba.

Recognition Program

The Recognition Program offers wage assistance to businesses that hire immigrants with professional or technical credentials obtained in other countries. The budget for this program was doubled to $300,000 in 1989/90, enabling the program to place 31 highly skilled newcomers (17 males and 14 females) into professional or technical occupations. All of the placements that completed the full duration of Recognition Program subsidy in 1989/90 have resulted in permanent employment. Eighty percent of these participants initiated formal assessment procedures through their respective licensing bodies and/or registered for academic courses to assist with their accreditation. Thirty-two clients were placed with other employers outside of the Recognition Program and two with the Core Area Entrepreneurial Support Program. In addition, 675 immigrants were provided with employment counselling and referral to other employment or training opportunities.

Immigrant Access Services

The Immigrant Access Service is a bridging service for new immigrants who encounter barriers in accessing health, social, education, language, financial and legal services. In 1989/90, the Immigrant Access Service provided information, needs assessment, referral and counselling to approximately 500 registered clients, 207 of whom were new clients, and to 900 non-registered clients. Approximately 250 community activities were undertaken, involving cross-cultural awareness and consultation, liaison and support, presentations and participation on committees representing a variety of immigrant issues. During this year, the Immigrant Access Service continued serving immigrant clients in rural areas including Morden, The Pas, Portage la Prairie, Winkler, Brandon and Morris.

Volunteer programming activities for 1989/90 focused on networking amongst immigrant communities to create an awareness of social services and supports within the community. This was done through public education workshops on various settlement related topics, information distribution and special outreach projects. In total, 85 volunteers were recruited for the Immigration and Settlement Services Unit, contributing 2,800 hours of service. In addition, staff assisted in the recruitment of 20 volunteers for Core Area Initiative projects, 17 volunteers for the preparation of the Department of Health AIDS brochure and 24 volunteers for the Secretary of State's Discover Choices Program involving immigrant seniors.

Newcomer Services Support Program

The Newcomer Services Support Program provides financial support to nonprofit organizations to undertake newcomer orientation and settlement services. The budget of the Newcomer Services Support Program was doubled in 1989/90 to $50,000. Four ethnocultural organizations and five immigrant serving/social service agencies received funding for specific projects under the program. In addition, $197,600 was provided by the federal government, other provincial departments, the City of Winnipeg and private sources to enhance the funding provided by the Newcomer Services Support Program. Projects funded included a research project on immigrant housing, orientation workshops for newcomers and volunteer development initiatives.

Special Program for Assisting Refugees

The Special Program for Assisting Refugees is a joint federal/provincial agreement administered by the Immigration and Settlement Services Unit. As a result of this program, 25 at-risk refugees who otherwise were inadmissible to Canada were admitted to Manitoba. Including family members, this amounted to 44 refugees in total.

Expenditures by Sub-Appropriation

09-6C-4 Immigration and Settlement Services	Actual 1989/90 $	Estimate 1989/90 SY	Estimate 1989/90 $	Variance Over (Under)	Expl. No.
Total Salaries	588,800	17	585,800	3,000	
Total Other Expenditures	384,800		470,300	(85,500)	

Social Services Advisory Committee

The Social Services Advisory Committee is established by *The Social Services Administration Act* and appointed by the Lieutenant-Governor-in-Council. The committee serves as an independent appeal board to apply the legislation governing financial assistance programs, licencing of day care centres and residential care facilities as well as eligibility for the Vocational Rehabilitation of Disabled Persons Program.

The jurisdiction of the committee as an appeal board for the social assistance programs, including Student Social Allowances, and the Municipal Assistance Program, is set out in Section 9 of *The Social Allowances Act* and in Subsection 451(4) of *The Municipal Act*. It is in the capacity of an appeal board for these programs that the committee hears appeals throughout Manitoba with regard to denial, cancellation, suspension and variance of the amount of assistance granted. In addition, appeals concerning denial of the right to apply for assistance and an unreasonable delay in making a decision are heard. Final orders or decisions of the committee may be subject to appeal to the Court of Appeal when permission has been obtained from a Judge representing that Court. Permission may be granted only when the jurisdiction of the committee or a point of law are in question.

The committee also hears appeals related to Child Day Care subsidies to parents and guardians and to 55 Plus - A Manitoba Income Supplement.

In accordance with Section 13 of *The Social Services Administration Act*, appeals regarding the denial, suspension or cancellation of a license or letter of approval relating to residential care facilities and child care facilities (day care centres and homes and foster homes) are heard by the committee as well. These decisions of the committee may be open to appeal to the Court of Queen's Bench.

The 1989/90 agreement between the federal government and the province with regard to the Vocational Rehabilitation Program for Persons with Disabilities included, for the first time, the requirement that applicants have access to an "independent procedure for appeals" and that this provision be in place no later than December 31, 1989. The Social Services Advisory Committee was designated to hear these appeals which, under Regulation 1/90 of *The Social Services Administration Act*, may be filed against the decision of the Director to refuse an application on the grounds that the applicant does not meet the eligibility criteria.

In its advisory capacity, the committee considers matters referred to it by the Minister and responds by way of a report. The committee also draws to the attention of the Minister issues which arise from hearings and which may have implications for the department.

During the hearings, or in their decision letters, the committee may draw an appellant's attention to other available services. In this regard the committee members undertake to keep themselves informed about relevant agencies, programs and policies.

There has been a noticeable increase in appeals in relation to social assistance, with applicants or recipients of these programs taking advantage of their right to bring their concerns before an independent appeal board. In the last three years, appeals have increased by approximately 40 percent.

Social Services Advisory Committee

Appeals Received by Basis of Appeal and Disposition

1988/89 and 1989/90

Basis of Appeal	Appeals Received		Disposition									
			Allowed		Dismissed		Withdrawn		Did Not Appear		Outside Jurisdiction	
	1988/89	1989/90	1988/89	1989/90	1988/89	1989/90	1988/89	1989/90	1988/89	1989/90	1988/89	1989/90
Not Allowed to Apply	6	8	1	3	—	1	3	4	2	—	—	—
Decision Delayed	2	7	1	—	1	5	—	1	—	—	—	1
Application Denied	167	192	23	23	69	70	56	76	19	14	—	9
Assistance Cancelled	257	275	21	16	120	121	80	112	36	20	—	6
Assistance Insufficient	154	162	16	14	65	67	63	70	10	7	—	4
None	15	11	—	—	—	—	2	—	—	15	9	
Total	**601***	**655****	**62**	**56**	**255**	**264**	**202**	**265**	**67**	**41**	**15**	**29**

**Includes 28 appeals against Child Day Care Program; 6 appeals against the office of Residential Care Licensing; and 22 against 55 Plus - A Manitoba Income Supplement. In addition, there were 15 appeals outside the jurisdiction of the committee.*

***Includes 28 appeals against Child Day Care Program; 7 appeals against the office of Residential Care Licensing; 13 against 55 Plus - A Manitoba Income Supplement; and 1 against Vocational Rehabilitation of Disabled Persons Program. Effective 1989/90, the basis of appeal for the outside jurisdiction appeals are noted.*

Expenditures by Sub-Appropriation

09-1H Social Services Advisory Committee	Actual 1989/90 $	Estimate 1989/90 SY	 $	Variance Over (Under)	Expl. No.
Salaries					
- Main Estimate		3.00	84,100		
- Main Estimate Authority from General Salary Increase XXVI			2,000		
Total Salaries	89,300		86,100	3,200	
Total Other Expenditures	116,900		98,800	18,100	1.

Explanation Number:

1. Variance is largely attributable to:

   (a) continuous increase in number and complexity of appeals, combined with difficulty in accurately forecasting travel time (costs) as this involves predicting areas of Manitoba from where appeals will be received; and

   (b) the trend towards counsel challenging legislation and policy has resulted in the committee requiring legal opinions or representation at hearings and upgrading of the office including the acquisition of a facsimile machine and personal computer, the latter requiring staff training costs.

Department of Family Services

Revenue Summary by Source

for the year ended March 31, 1990 with comparative figures for the previous fiscal year.

Actual 1988/1989	Actual 1989/1990	Increases (Decreases)	Source	1989/1990 Actual	1989/1990 Estimate	Variance
			Current Operating Programs:			
			Other Revenue:			
205.8	209.8	4.0	(1) Levy for Local Government Welfare Purposes in Unorganized Territories	209.8	215.0	5.2
1,475.2	1,596.2	121.0	(2) Vital Statistics	1,596.2	1,670.0	73.8
4,830.7	4,442.1	(388.6)	(3) Sundry Items	4,442.1	4,393.0	(49.1)
6,511.7	6,248.1	(263.6)	Subtotal	6,248.1	6,278.0	29.9
			Government of Canada:			
176,798.6	189,570.4	12,771.8	(1) Canada Assistance Plan	189,570.4	192,828.6	3,258.2
13,747.6	15,896.8	2,149.2	(2) Treaty Indians - Social Allowances	15,896.8	15,100.0	(796.8)
2,654.6	3,368.7	714.1	(3) Treaty Indians - Ward Maintenance	3,368.7	2,800.0	(568.7)
2,753.4	3,054.2	300.8	(4) Vocational Rehabilitation of Disabled Persons	3,054.2	3,200.0	145.8
230.9	220.5	(10.4)	(5) Other Items	220.5	257.5	37.0
196,185.1	212,110.6	15,925.5	Subtotal	212,110.6	214,186.1	2,075.5
202,696.8	**218,358.7**	**15,661.9**	**Total Revenue**	**218,358.7**	**220,464.1**	**2,105.4**[1]

[1]Variance is primarily due to departmental expenditures being lower than forecast. This resulted in lower than anticipated cost-sharing revenues being received from the federal government.

Department of Family Services

Five Year Expenditure and Staffing Summary by Appropriation ($000)

for years ending March 31, 1986 to March 31, 1990.

Appropriation	Actual/Adjusted* Expenditures									
	1985/86		1986/87		1987/88		1988/89		1989/90	
	SY	$	SY	$	SY	$	SY	$	SY	$
09-1 Executive & Management Services	152.00	5,298.5	158.00	5,647.3	167.26	6,411.5	151.26	6,054.4	145.26	6,369.5
09-2 Registration & Licensing	40.00	1,130.7	39.00	1,126.1	39.00	1,201.8	39.00	1,293.3	39.00	1,395.4
09-3 Community Social Services	1,017.26	49,412.2	990.26	55,736.3	961.26	61,172.9	960.26	64,560.3	960.51	68,840.3
09-4 Child & Family Services	121.26	81,066.7	149.26	89,930.3	170.26	112,126.6	182.26	120,737.5	187.26	137,206.8
09-5 Income Security	257.18	180,477.5	269.27	196,780.0	271.01	217,517.8	270.27	234,525.4	278.27	251,666.8
09-6 Youth & Employment Services	365.04	12,607.9	359.42	13,057.5	283.46	20,791.4	273.10	21,307.5	269.32	21,788.4
Less: Recoveries from Northern Affairs		(1,610.9)		(1,735.6)		(2,350.4)		(2,113.4)		(1,851.2)
		10,997.0		11,321.9		18,441.0		19,194.1		19,937.2
Total	**1,953.22**	**328,382.6**	**1,966.17**	**360,541.9**	**1,893.21**	**416,871.6**	**1,877.11**	**446,365.0**	**1,881.06**	**485,416.0**

**Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization, during the years under review.*

Department of Family Services
Expenditure Summary
for fiscal year ended March 31, 1990 with comparative figures for the previous fiscal year.

Estimate* 1989/90	Appropriation	Actual 1989/90	Actual 1988/89	Increase (Decrease)
	09-1 Executive and Management Services			
20.6	(a) Minister's Salary	20.5	23.0	(2.5)
	(b) Executive Support			
438.2	Salaries	419.5	409.0	10.5
98.3	Other Expenditures	101.7	107.7	(6.0)
	(c) Research & Planning			
854.8	Salaries	831.6	854.1	(22.5)
266.2	Other Expenditures	260.6	211.3	49.3
	(d) Communications			
210.2	Salaries	243.2	204.6	38.6
60.3	Other Expenditures	61.4	52.3	9.1
	(e) Financial Services			
1,870.7	Salaries	1,850.8	1,690.6	160.2
365.4	Other Expenditures	364.6	348.5	16.1
	(f) Administrative Services			
1,155.7	Salaries	1,070.5	1,066.8	3.7
64.6	Other Expenditures	64.6	63.5	1.1
	(g) Human Resource Services			
780.6	Salaries	812.3	757.4	54.9
60.1	Other Expenditures	62.0	69.3	(7.3)
	(h) Social Services Advisory Committee			
86.1	Salaries	89.3	79.3	10.0
98.8	Other Expenditures	116.9	117.0	(0.1)
6,430.6	**Total 09-1**	**6,369.5**	**6,054.4**	**315.1**
	09-2 Registration and Licensing			
	(a) Vital Statistics			
813.2	Salaries	798.2	742.9	55.3
254.9	Other Expenditures	245.8	239.3	6.5
	(b) Residential Care Licensing			
302.0	Salaries	317.5	287.7	29.8
27.5	Other Expenditures	33.9	23.4	10.5
1,397.6	**Total 09-2**	**1,395.4**	**1,293.3**	**102.1**

Department of Family Services
Expenditure Summary
for fiscal year ended March 31, 1990 with comparative figures for the previous fiscal year.

Estimate* 1989/90		Appropriation	Actual 1989/90	Actual 1988/89	Increase (Decrease)
	09-3	**Community Social Services**			
		(a) Administration			
421.8		Salaries	326.4	299.1	27.3
329.7		Other Expenditures	286.1	106.2	179.9
		(b) Operations			
11,174.2		Salaries	10,816.3	10,194.1	622.2
1,410.4		Other Expenditures	1,354.6	1,321.3	33.3
		(c) Manitoba Developmental Centre			
18,524.1		Salaries	18,381.9	17,360.5	1,021.4
2,619.5		Other Expenditures	2,615.7	2,614.9	0.8
		(d) Adult Services			
912.0		Salaries	857.3	870.0	(12.7)
248.2		Other Expenditures	226.9	247.1	(20.2)
24,401.4		Financial Assistance	24,063.3	21,913.7	2,149.6
9,835.6		External Agencies	9,821.3	9,542.1	279.2
90.5		(e) General Purpose Grants	90.5	91.3	(0.8)
69.967.4		**Total 09-3**	**68,840.3**	**64,560.3**	**4,280.0**
	09-4	**Child and Family Services**			
		(a) Administration			
198.9		Salaries	188.7	174.9	13.8
23.0		Other Expenditures	16.6	13.3	3.3
		(b) Child and Family Support			
1,936.0		Salaries	1,954.9	1,806.9	148.0
909.8		Other Expenditures	812.5	1,190.0	(377.5)
46,231.3		Maintenance of Children	45,919.6	39,626.4	6,293.2
27,922.5		External Agencies	28,304.1	26,231.1	2,073.0
		(c) Seven Oaks Youth Centre			
1,516.8		Salaries	2,197.2	1,927.5	269.7
290.1		Other Expenditures	281.4	252.3	29.1
		(d) Child Day Care			
1,391.0		Salaries	1,441.1	1,316.0	125.1
438.0		Other Expenditures	497.3	521.3	(24.0)
18.808.8		Subsidies	17,216.9	14,700.4	2,516.5
21,191.3		Grants	18,946.7	16,080.4	2,866.3
		(e) Family Dispute Services			
1,066.7		Salaries	1,004.2	757.6	246.6
461.5		Other Expenditures	400.0	159.0	241.0
2,711.2		Shelters	2,644.0	1,898.5	745.5
		(f) Children's Special Services			
238.8		Salaries	248.4	197.2	51.2
89.9		Other Expenditures	82.4	66.2	16.2
15,126.1		Financial Assistance & External Agencies	15,050.8	13,818.5	1,232.3
140,551.7		**Total 09-4**	**137,206.8**	**120,737.5**	**16,469.3**

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1990 with comparative figures for the previous fiscal year.

Estimate* 1989/90	Appropriation	Actual 1989/90	Actual 1988/89	Increase (Decrease)
	09-5 Income Security			
	(a) Central Directorate			
1,108.4	Salaries	1,029.3	963.2	66.1
489.0	Other Expenditures	451.8	471.2	(19.4)
	(b) Income Maintenance Programs			
7,334.2	Salaries	6,986.2	6,462.4	523.8
2,578.8	Other Expenditures	2,750.5	2,612.3	138.2
164,590.0	Financial Assistance - Social Allowances	167,342.6	153,343.0	13,999.6
13,377.6	Financial Assistance - Health Services	12,319.5	11,513.7	805.8
46,231.0	Financial Assistance - Municipal Assistance	45,691.6	43,740.4	1,951.2
	(c) Income Supplement Programs			
626.6	Salaries	621.3	535.1	86.2
261.4	Other Expenditures	209.0	185.7	23.3
9,750.0	Financial Assistance - 55 Plus	8,727.9	8,877.0	(149.1)
6,300.0	Financial Assistance - CRISP	5,537.1	5,821.4	(284.3)
252,647.0	**Total 09-5**	**251,666.8**	**234,535.4**	**17,141.4**

Department of Family Services
Expenditure Summary
for fiscal year ended March 31, 1990 with comparative figures for the previous fiscal year.

Estimate* 1989/90	Appropriation	Actual 1989/90	Actual 1988/89	Increase (Decrease)
	09-6 Youth and Employment Services			
	(a) Administration			
324.7	Salaries	310.3	291.5	18.8
111.6	Other Expenditures	103.7	202.5	(98.8)
	(b) 1. Branch Operations			
755.1	Salaries	750.8	720.6	30.2
124.3	Other Expenditures	107.3	106.3	1.0
7,246.7	2. Youth Programs	6,854.7	6,958.0	(103.3)
	3. Southern Employment Resources			
572.4	Salaries	546.1	517.1	29.0
95.9	Other Expenditures	122.1	110.6	11.5
	4. Northern Employment Support Services			
786.5	Salaries	783.5	912.2	(128.7)
439.4	Other Expenditures	411.9	571.2	(159.3)
0.0	Northern Youth Corps	655.7	651.5	4.2
(1,225.9)	Recoverable from Northern Affairs	(1,851.2)	(2,113.4)	262.2
	(c) 1. Branch Operations			
129.2	Salaries	123.9	75.6	48.3
10.0	Other Expenditures	10.0	10.0	0.0
	2. Human Resource Opportunity Program			
1,058.5	Salaries	1,047.8	995.0	52.8
152.0	Other Expenditures	188.7	169.8	18.9
182.3	Financial Assistance	139.4	127.9	11.5
4,954.7	Human Resource Opportunity Centres	4,983.0	4,926.1	56.9
(200.0)	Recoverable from Other Appropriations	(277.6)	(298.4)	20.8
	3. Employability Enhancement			
437.1	Salaries	443.0	260.9	172.1
4,409.6	Other Expenditures	3,520.5	3,213.5	307.0
	4. Immigration & Settlement Services			
585.8	Salaries	588.8	495.8	93.0
470.3	Other Expenditures	384.8	289.8	95.0
21,420.2	**Total 09-6**	**19,937.2**	**19,194.1**	**743.1**
492,414.5	**Total Family Services**	**485,416.0**	**446,365.0**	**39,051.0**

*Includes GSI - $933.6.